

Updated March 25, 2024

## **Aetna Better Health® of Illinois**

### **Update on Change Healthcare outage**

On February 21, Change Healthcare took several of their services offline in response to a cyber security incident they experienced. This is impacting certain Aetna® business operations, as well as the operations of other companies nationally. There remains no indication that Aetna systems have been compromised.

**Aetna has implemented an alternative payment solution, ECHO Health, Inc, and has resumed issuance of Medicaid claims payments.** ECHO Health will distribute Electronic Remittance Advice (ERA) files for the Medicaid claims payment issued. Providers who have enrolled with ECHO Health for ERA will receive ERA files based on the information provided upon registration, and those who are not enrolled will default to receiving paper remittance files.

Providers can enroll with ECHO Health using this link:

<https://enrollments.echohealthinc.com/EFTERADirect/AetnaBetterHealth>

**For claims submission**, providers can use the following options:

- Submission directly through Optum
- Submission via Office Ally. For those not yet registered, providers can sign up [here](#).

Additionally, we are making an exception to delay recoupments due to payment interruptions caused by the Change Healthcare service outage. This delay includes recoupments for which notice letters have already been communicated as well as new recoupments. Please note, the duration of this exception will not be factored into the contractual recoupment timeframe.

If you have additional questions or escalated concerns, please contact us at **1-866-329-4701 (TTY: 711)** or contact our Provider Relations team at [ABHILProviderRelations@aetna.com](mailto:ABHILProviderRelations@aetna.com).