aetna®

What changes should OhioRISE providers be aware of related to the Change Healthcare service interruption?

On February 21, Change Healthcare took several of their services offline in response to a cyber security incident they experienced. **Aetna Better Health® of Ohio/OhioRISE** uses Change Healthcare as an intermediary for certain Electronic Data Interchange (EDI) transactions across all our business lines. Additionally, we are aware that many of our **Aetna Better Health®** network providers may use Change Healthcare to transmit claims information to us.

Below are important updates for providers supporting **Aetna Better Health®** members:

- Providers who use ODM's "One Front Door" for EDI transactions, including claim submission and electronic remits, should continue to do so as this incident did not have any impact.

- Providers who use our Direct Data Entry (DDE) capability through our Availity provider portal can continue to do so. Within the Availity portal, proceed to the button labeled "Medicaid Claim Submission – Office Ally". Here you can submit claims through your Office Ally account or through your own clearinghouse, so long as it has a reciprocal relationship with Office Ally. Providers who need to create an OfficeAlly account should do so by clicking the "Aetna" link once the OfficeAlly web page opens. Doing so will ensure providers do not incur any fees in setting up their Office Ally account.

- We've moved to a new vendor, ECHO Health, to process and distribute Aetna OhioRISE claims payments to providers. Providers do not need to take additional action at this time to receive claims payment or remittance files through ECHO Health for OhioRISE claims they have submitted.

- Providers that want to sign up for, or update, their payment/ Electronic Remittance Advice (ERA) distribution preferences for claims payment should continue to do so on the ODM portal.