

Topic: OhioRISE 835(s)

Effective: Immediately

Aetna has identified an issue where OhioRISE 835s have not been delivered to trading partners. Aetna is working to resolve this issue, and 835s are expected to be sent to trading partners via the Ohio Medicaid Enterprise System (OMES) beginning **March 29**. We apologize for the inconvenience and appreciate your patience.

Providers can access remittance advice (RA) via the Aetna Availity provider portal until this issue is resolved. Providers should log into <https://apps.availity.com/availity/web/public.elegant.login> to access a PDF copy of the RA. The RAs are available through the claim status inquiry tool, in which you can see in the image below.

A provider must have the following information available:

- Provider National Provider Identifier (NPI)
- Provider Tax Identification Number (TIN)
- Member name
- Member ID
- Member date of birth (DOB)
- Date(s) of service

Providers not yet registered for the Aetna Availity portal can register at <https://www.availity.com/provider-portal-registration> or by calling Availity Client Services at 1-800-282-4548. Representatives can also help with any registration issues providers may have. They are available Monday through Friday (excluding holidays) from 8 a.m. to 8 p.m. Eastern Time.

Ohio Provider Service Team