

February 27, 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 is no indication that Aetna's systems have been compromised.

We're committed to ensuring access to care as we navigate through this network disruption. We have business continuity plans in place to minimize disruption of service and apologize for any inconvenience our network providers and members may experience. We will continue to utilize our business continuity plans to minimize disruption until the Change Healthcare services are restored.

Aetna uses Change Healthcare as an intermediary for certain Electronic Data Interchange (EDI) transactions across all of our lines of business. Additionally, we are aware that many of our Aetna network providers may use Change Healthcare to transmit claims information to us. This bulletin provides information to our network providers that are experiencing impact from the Change Healthcare network disruption.

HFS notice

The Illinois Department of Healthcare and Family Services (HFS) has posted a notice regarding this issue [here](#).

Frequently Asked Questions

Below is a set of Frequently Asked Questions that address the mitigation plans in place for providers to complete transactions with Aetna during the Change Healthcare outage. It is based on what is currently known and we will continue to share additional information as it becomes available.

What mitigation plans are in place for claims submissions while the outage continues?

Aetna Better Health® Medicaid providers need to use Office Ally for electronic claims submissions.

How do providers get access to Office Ally?

Providers can register [here](#) for Office Ally.

How do network providers get access to Availity?

Providers need to register to use Availity; many of our network providers already are registered, but do not currently use the portal. Availity offers provider training, and Aetna is considering any additional support needed. It's important to keep in mind this outage has a nationwide industry impact. Availity is a multi-payer portal and has confirmed with Aetna they are prepared to handle an increased volume of digital transactions. [Get started with Availity.](#)

Will Aetna extend or waive “timely filing” policies on claims processing?

We are assessing the need for this based on current claims submission activity.

How will “timely filing” deadline impacts be handled for claims that may be submitted past a timely filing deadline due to the outage?

We are assessing the need for this based on current claims submission activity. Any changes will be communicated to providers.

For providers who are submitting claims through a trading partner or directly to Change Healthcare, will they have to resubmit those claims, or will they ultimately be delivered to Aetna?

We are working to assess the impact to claims that may have been submitted during the outage and will provide an update when more information is available.

What alternative methods do providers have to submit “member eligibility and benefits” checks?

Aetna Better Health Medicaid providers need to use Availity to submit electronic member eligibility and benefits.

How can providers submit prior authorizations to Aetna during the Change Healthcare outage?

Aetna Better Health Medicaid providers need to use Availity to submit electronic member eligibility and benefits.

Will you start to temporarily liberalize some policies such as prior authorization requirements to help further ensure member access to care while the outage continues?

We are not liberalizing any policies at this time. We have assessed the situation over the last few days and the alternative processes in place — in addition to available Aetna phone call support — should help us manage this important utilization management step with our network providers during this time. If this changes, we will provide an update.

What mitigation plans are in place for provider payments?

We are aware that some providers across our lines of business and affiliates may not be getting timely payments at this time, and we take this very seriously. At this time, we're exploring contingency payment options, particularly for providers in our Medicaid plans who receive payment via paper check and are enrolled in the Virtual Credit Card program. Please email our Provider Relations team at ABHILProviderRelations@aetna.com to learn more.

If you have additional questions, please contact us at **1-866-329-4701 (TTY: 711)**.

AetnaBetterHealth.com/Illinois-Medicaid