May 17, 2019

Aetna Better Health® of Kansas
835 Remittance Advice through Change Healthcare's Payment Manager

Aetna Better Health of Kansas wishes to provide the following updates:

Availability of 835 Electronic Remittance Advices (ERA's)
In April, it was identified that Providers were experiencing delays and/or were unable to obtain 835 ERA's after completing and submitting the Electronic Remittance Advice (ERA) form.

Rejected ERA Enrollment Forms
Aetna's Provider Relations team worked with Providers to resolve applications that had been rejected due to missing or incomplete information. Provider applications were resubmitted and enrollments were completed with Change Healthcare.

ERA Enrollment Forms with other Clearinghouse Designation
For ERA enrollment forms that designate a non-Change Healthcare clearinghouse, Providers should also submit the enrollment form with their clearinghouse receiver ID noted as the Receiver/Submitter.

Payment Manager (through Change HealthCare) Only Providers
Research determined that these requests were incorrectly being rejected back to Providers because no clearinghouse receiver ID was indicated on the form. This process has been corrected and the Aetna Better Health of Kansas Providers whose requests were rejected have been completed. Providers should have received setup instructions.

It was then identified that Payment Manager Only Providers were only able to access their Remittance Advice in a pdf format for downloading. **Effective Friday, May 17, Aetna and Change Healthcare have implemented modifications that allow Payment Manager Only Providers to download their 835 ERA's in 5010 format.**

If you are still experiencing issues or if additional information or training is needed, please contact your Aetna Better Health of Kansas Provider Liaison or our Provider Experience Department at ProviderExperience_KS@aetna.com or by calling **1-855- 221-5656**.