



AETNA BETTER HEALTH® OF MICHIGAN

February 26, 2024

Dear Providers,

Aetna Better Health of Michigan has been made aware that our vendor, Change Healthcare, is experiencing a network interruption that is impacting certain of our business operations, as well as the operations of other companies nationally. There is no indication that CVS Health or Aetna systems have been comprised. However, the issue is impacting Change Healthcare's ability to complete electronic data interchange (EDI) transactions between Aetna and health care providers. Impacted EDI transactions known at this time include:

- Claim file receipt (837)
- Claim Acknowledgement (277CA)
- Real Time Eligibility status (270/271)
- Claims status (276/277)
- Electronic Remittance Advice (835)
- Provider Enrollment System (impacts EFT/ERA enrollment)
- Claim Attachments (275)

Additionally, Change Healthcare is currently unable to process provider payment transactions to distribute funds to providers for processed claims which may impact the timely delivery of payment to providers until service is restored. We are implementing business continuity plans to help mitigate this disruption, however, providers may experience a delay or inability to submit the transactions noted above throughout the outage. To facilitate ongoing member access to services, providers do have the ability to contact our Provider Call Center for a manual eligibility check in lieu of the real-time eligibility status check.

We do not have an estimated time for resolution at this time, however, we are in contact with Change Healthcare and will continue to update you with additional information as it becomes available to us. If you have an additional question, please contact Provider Services at 1-866-316-3784.

Sincerely,

Lawrence Hayes
Sr. Manager, Provider Relations