



Topic: 277CA Claim File Update

Background:

A 277CA file is the claims acknowledgement file that respond to claims submitted on the 837 file. Information on the file reports status of every claim that was submitted on the 837 file and supply a “accepted” or “rejected” response. The outcome is supplied on the 277CA file that is shared with Ohio Department of Medicaid (ODM). Providers and Trading Partners should use this information to understand the outcome of claim submissions.

Identified Issue:

After receiving multiple inquiries from Providers and others a thorough investigation uncovered that the patient control number did not match data on the 277CA files. This caused incorrect or missing information to be placed on the 277CA files. Therefore claim submission outcomes (accepted or rejected) did not align.

All Trading Partners and Providers were affected and traced back to April 1, 2023 until May 24, 2023.

Resolution:

Beginning May 24, 2023 a fix was put in place to rectify the situation. Testing was done to ensure the fix was completed. In addition, Aetna is partnering with ODM to resend all 277CA files between April 1 – May 24. This action will be completed over the coming weeks.

We apologize for the inconvenience and partnership to overcome this challenge.

OhioRISE Provider Operational Team