



What changes should Oklahoma health care providers be aware of related to the Change Healthcare service interruption?

On February 21, Change Healthcare took several of their services offline in response to a cyber security incident they experienced. **Aetna Better Health® of Oklahoma** uses Change Healthcare as an intermediary for certain Electronic Data Interchange (EDI) transactions across all our business lines. Additionally, we are aware that many of our **Aetna Better Health®** network providers may use Change Healthcare to transmit claims information to us.

Below are important updates for providers supporting **Aetna Better Health®** members:

- When submitting SoonerSelect claims, providers should use Office Ally, and not Change Healthcare. Providers can register at [CMS.OfficeAlly.com](https://cms.officeally.com)
- We've moved to a new vendor, ECHO Health, to process and distribute SoonerSelect claims payments to providers. Providers do not need to take additional action at this time to receive claims payment or remittance files through ECHO Health for SoonerSelect claims they have submitted.
 - Providers that want to update their payment/Electronic Remittance Advice (ERA) distribution preferences for Aetna SoonerSelect claims payment can do so on the dedicated [Aetna Better Health/ECHO portal](#). No fees apply when using this dedicated portal, which is identified by the "Aetna Better Health" name in the top left of the page.
 - To sign up for electronic funds transfer, providers will need to provide an ECHO payment draft number and payment amount for security reasons as part of the enrollment authentication. The ECHO draft number can be found on all provider Explanation of Provider Payments (EPP), typically above your

first claim on the EPP. If you have not received a payment from ECHO previously, you will receive a paper check with a draft number you can use to register after receiving your first payment.

- Please note that initially after go-live there could be a 48-hour delay between the time a payment is received and an ERA is available.

Your name, Sample Provider, and Tax ID have been verified by the IRS.

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Service Date	Code or Description	Explanation Codes	Total Charge	Provider Discount	Other Plan Payment	Other Adjustment	Patient Obligation				Net Payment Amount
							Co-Ins	Co-Pay	Deductible	Non-Cov	
Provider: SAMPLE PROVIDER				Patient Acct #: 5555555555			Group/Check Number: ABC/123456				
Network: SAMPLE NETWORK				Member Number: 123456789			Customer Service #: 111.111.1111				
Patient Name: JOHN DOE				Claim Number: 1111111111			Administered By: TPA				
01/23/20	99214	45	142.00	44.40	0.00	0.00	0.00	50.00	0.00	0.00	-47.60
Total:			142.00	44.40	0.00	0.00	0.00	50.00	0.00	0.00	-47.60

- Providers that choose to enroll in ECHO’s ACH all payer program will be charged fees, so be sure to use the Aetna ECHO portal for no-fee processing.
- **Availity** is the **Aetna Better Health®** provider portal, which provides functionality for the management of patients, claims, authorizations and referrals. To submit claims via Availity, proceed to the button labeled “Medicaid Claim Submission – Office Ally”. Here you can submit claims through your Office Ally account or through your own clearinghouse, so long as it has a reciprocal relationship with Office Ally. To avoid incurring fees in setting up an Office Ally account, please use the “Aetna” link.