

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	3/01/2023
	To	All Network Providers
	From	Provider Experience
	Subject	Change Healthcare EFT/ERA Registration Services
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Aetna Better Health is partnering with Change Healthcare to introduce the new EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services.

### **What is EERS?**

EERS will offer providers a standardized method of electronic payment and remittance while also expediting the payee enrollment and verification process. Providers will be able to use the Change Healthcare tool to manage EFT and ERA enrollments with multiple Aetna Medicaid payers on a single platform.

### **How does it work?**

EERS will give payees multiple ways to set up EFT and ERA in order to receive transactions from multiple payers. If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto-enroll the payee for multiple Aetna Medicaid payers. Registration can also be completed using a national provider identifier (NPI) for payment across multiple accounts.

Providers who currently use Change Healthcare as a clearinghouse will still need to complete EERS enrollment; providers who currently have a pending EFT Enrollment application with Aetna Better Health Medicaid will not need to resubmit. Once enrolled, payees will have access to the Change Healthcare user guide to aid in navigation of the new system.

### **How and when do I enroll?**

Aetna Better Health of Kentucky will be moving to EERS on March 31, 2023. If you are currently enrolled in EFT with ABHKY, there is nothing for you to do. If you want to enroll or make any changes to your EFT/ERA enrollments after March 31, 2023, you will need to visit the EERS link below.

To enroll in EERS, please visit <https://payerenrollservices.com/>.

For questions or concerns, please reach out to your Aetna Provider Network team or visit the [Change Healthcare FAQ page](#).

### **Questions?**

Simply contact your Network Relations Manager. Our most current listing is attached. The listing can also be found on our website.