

 Aetna Better Health® of Kentucky Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	December 3, 2025
	To	All Network Providers
	From	Provider Engagement
	Subject	Enrollment File Connection Issue Impacting Member Eligibility - RESOLVED
	Document number	Aetna-2399b

Provider Notification

Enrollment File Connection Issue Impacting Member Eligibility – RESOLVED

ABHKY identified an internal system error on December 1, 2025, that impacted member eligibility. The monthly 834 file from DMS was not loaded properly, which erroneously terminated members effective December 1, 2025.

Update:

The issue was fully resolved, and impacted members were reinstated as of 3:00 PM ET on December 2, 2025. Members remain active in KYMMIS and are eligible for services. A full root cause analysis and mitigation strategy are underway to prevent recurrence.

Lingering Impacts:

Some providers may experience delays or discrepancies in Availity, where authorizations are typically submitted.

If you encounter issues submitting authorizations through Availity, please request authorizations via phone or fax until normal functionality is restored.

What Providers Should Do:

Continue to provide services to members showing active in KYMMIS.

For eligibility or authorization concerns, contact Provider Services at 1-855-300-5528 (TTY: 711).

We appreciate your patience and partnership as we worked to resolve this matter. Thank you for your commitment to uninterrupted care for our members.

We take this matter very seriously and apologize for any inconvenience. Thank you for your partnership and commitment to ensuring uninterrupted care for our members.

As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.