

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	December 2, 2025
	To	All Network Providers
	From	Provider Engagement
	Subject	Enrollment File Connection Issue Impacting Member Eligibility
	Document number	Aetna-2399

ABHKY identified an internal system error on **December 1, 2025**, that impacted member eligibility. We identified an enrollment file connection issue impacting the enrollment status for many ABHKY **members**. The monthly 834 file from DMS was not loaded properly, which erroneously terminated members effective **December 1, 2025**. The file has been corrected and is being reloaded today. We expect this to be corrected by the end of today.

Key Points:

- These members **remain active in KYMMIS** and are eligible for services.
- We are currently reloading the monthly file in our system to reestablish accurate enrollment status and expect this to be resolved by **end of business today**.
- A full root cause analysis and mitigation strategy are underway to prevent this from happening in the future.
- Additional staff are assisting our call center and impacted business areas to support providers and members.
- Reviewing claims submitted on **December 1 and December 2** to ensure no claims were incorrectly denied.

What Providers Should Do:

- Continue to provide services to members showing active in KYMMIS.
- If you encounter eligibility discrepancies, please contact **Provider Services at 1-855-300-5528**.

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.