

# Aetna<sup>®</sup> Update on Change Healthcare service interruption

On February 21, Change Healthcare took some of their services offline in response to a cyber security attack. Aetna uses Change Healthcare to send certain Electronic Data Interchange (EDI) transactions across our business areas. As a result, this incident impacted certain Aetna business operations, as well as others in the health care industry. At this time, there are no signs that any Aetna systems were compromised. According to Change Healthcare, their systems should be back in operation in mid-March.

We are also aware that many of our network providers may use Change Healthcare to transmit claims information to us. We have sent our network providers [information](#) on how to check member eligibility for coverage and how to submit claims to us during this time.

If you have any problems accessing care or your prescription medicines, please call the number on your Aetna member ID card. You can also call us if you have a reimbursement need related to the Change Healthcare system outage.



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