

Topic: OhioRISE 835(s)

Effective: March 30, 2023

NEWSFLASH: Corrections are in the final stages so providers can receive 835(s). Based on recent efforts, access to 835s is on target beginning **April 1, 2023**. Providers will begin seeing 835s going back to 2/1/2023. During the course of the following week, all 835s will be accessible.

Aetna has identified an issue where OhioRISE 835s have not been delivered to trading partners. Aetna is working to resolve this issue, and 835s are expected to be sent to trading partners via the Ohio Medicaid Enterprise System (OMES) beginning **March 29**. We apologize for the inconvenience and appreciate your patience.

Providers can access remittance advice (RA) via the Aetna Availity provider portal until this issue is resolved. Providers should log into <https://apps.availity.com/availity/web/public.elegant.login> to access a PDF copy of the RA. The RAs are available through the claim status inquiry tool, in which you can see in the image below.

The screenshot displays the 'Claim Status' page in the Aetna Availity portal. At the top, there is a navigation bar with 'Give Feedback', 'New Search', and 'Edit Search' buttons. A yellow banner below the navigation bar contains a verification message: 'Please verify that you are submitting for an Aetna Medicaid (Aetna Better Health) member. If your member has Aetna Commercial or Medicare coverage, please change your payer selection so your request is routed appropriately.' Below this, the patient information is shown, including Member ID, Subscriber, and Provider (AETNA MEDICAID ADMINISTRATORS). A red box highlights the 'View EOB' button, with a red arrow pointing to it. The claim details are as follows:

Claim	Verify Eligibility	View EOB	Print this Page
Claim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Status	FINALIZED		
Dates of Service	07/27/2021 - 07/27/2021		
Processed	08/03/2021		
Billed	\$88.00		
Paid	\$8.85		

Below the claim details, the status as of 03/09/2023 is 'Finalized/Payment-The claim/line has been paid.' and 'Claim/Line has been paid.' The page also includes fields for Check Number, Check Date, and Patient Account #.

A provider must have the following information available:

- Provider National Provider Identifier (NPI)
- Provider Tax Identification Number (TIN)
- Member name
- Member ID
- Member date of birth (DOB)
- Date(s) of service

Providers not yet registered for the Aetna Availity portal can register at <https://www.availity.com/provider-portal-registration> or by calling Availity Client Services at 1-800-282-4548. Representatives can also help with any registration issues providers may have. They are available Monday through Friday (excluding holidays) from 8 a.m. to 8 p.m. Eastern Time.



Ohio Provider Service Team