Aetna Better Health of Kentucky
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Louisville, KY 40223

October 13, 2026

Payment Policy

Temporary Check Run Processing Delay

System Upgrade Schedule Update

Effective Date: October 23, 2026

To support the **upcoming production upgrade**, Aetna Better Health of Kentucky will temporarily pause check run processing during the scheduled system deployment and validation period.

Please note that the **scheduled check run for Friday, October 23, 2026, will be held and will not be processed on that date**. This temporary delay is necessary to ensure the successful implementation of the new system release and to protect the integrity of claims payment processing.

Check run processing is expected to resume on Monday, October 26, 2026, following successful deployment and completion of production validation activities.

We appreciate your patience and understanding as we make these system enhancements. If you have any questions regarding claims payment processing, please contact your Network Manager.

Thank you for your continued partnership and your commitment to serving Kentucky Medicaid members.

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