

## AETNA BETTER HEALTH® OF KENTUCKY

### Fax Blast

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[www.aetnabetterhealth.com/kentucky/providers/news](http://www.aetnabetterhealth.com/kentucky/providers/news)

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**To:** Network Providers

**Fax:** <<location\_fax>>

**From:** Provider Relations

**Date:** April 1, 2016

Benefind Issues with DMS

**Re:** Taxonomy/NPI/Validation of Claims  
Submissions

**Pages:** 4 pages with cover

Claims Processing Updates  
Updated Provider Relations Representative  
List

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#### Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

**Thank you for being part of the Aetna Better Health of Kentucky network.**

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

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To: Network Providers  
From: Provider Relations  
Date: April 1, 2016  
RE: Benefind Issues with DMS  
Taxonomy/NPI/Validation of Claims Submissions  
Claims Processing Updates  
Updated Provider Relations Representative List

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**1. Message from the Department for Medicaid Services to providers/partners:**

Aetna Better Health of Kentucky has made every effort to update our records on these members to ensure that there is no gap in coverage per the message below from the DCBS.

The Department for Medicaid Services is aware of issues with the new Benefind system, which processes all benefit programs administered by the Department for Community Based Services. It has resulted in discontinuation letters being sent in error or the system incorrectly showing an individual as ineligible. The Cabinet for Health and Family Services is taking action to ensure that no individual loses benefits as a result. If a person was eligible for Medicaid benefits in March, the person will automatically be eligible for benefits in April.

The Cabinet and DCBS are working with its technology partner, Deloitte, on system issues to stop the incorrect notices and properly reflect eligibility. Medicaid requests that providers continue to provide necessary services and prescriptions to members during this time.

**2. Taxonomy/NPI/Validation of Claims Submissions**

The Commonwealth of Kentucky requires all providers billing Medicaid to register NPI/Taxonomy information and have an active Medicaid ID for claims payment. To ensure adherence to this requirement, Aetna Better Health of Kentucky requires providers submit claims with the required information as outlined below. This information is validated against the Commonwealth's provider file as part of claims adjudication. If information is not billed or values don't match the DMS Provider File, Aetna Better Health of Kentucky will deny the claims.

The following provider fields will be validated for both billing and rendering providers(if applicable by provider type):

- NPI
- NPI Effective and Termination Date
- Taxonomy
- Taxonomy Effective and Termination Date
- Provider Medicaid ID
- Provider Medicaid ID Effective and Termination Date

**Validation criteria (Professional Claims/CMS 1500 Form Type):**

- Billing NPI and Taxonomy is required on all claims – if this information is not provided, the claim will be denied

- Paper Claims:
  - Billing Provider NPI submitted in box 33A
  - Billing provider taxonomy submitted in box 33B
- Rendering NPI and Taxonomy may be required – if this information is not provided, the claim will be denied.
  - Rendering NPI in box 24J (top of field)
  - Rendering provider taxonomy submitted in box 24J (bottom of field)
- Rendering information is not required on all provider types (example: DME)
  - **IMPORTANT: If rendering provider is not required, but is billed, the claim will be subject to validation and may deny through the validation process**

**Validation criteria (Facility Claims/UB 1450 Form Type):**

- Billing NPI and Taxonomy is required on all claims – if this information is not provided, the claim will be denied
  - Billing Provider NPI submitted in field 56, top row
  - Billing provider taxonomy submitted in field 81

Tips: Taxonomy codes require a ZZ qualifier on professional claims and a B3 qualifier on facility claims. Do not enter a space, hyphen, or other separator between the qualifier and number.

**Note: Atypical provider types as defined by DMS are excluded from the above billing requirements.**

Claims that contain all required data will be validated against the state provider file to ensure NPI, Taxonomy and Medicaid ID is valid and effective on the date of service. If a match cannot be made, the claim will be denied.

**Please make sure you have verified that your clearinghouse has set up their transmittals of your claims to Aetna Better Health Payor is 128KY to include the submission of taxonomy.**

### 3. Claims Processing Updates

We have recognized that there has been a defect in our processing of immunizations. We processed payments for our contracted provider network on March 30<sup>th</sup> so you should be seeing payments on the forth coming checks and EFTS.

Allergy denials for member age has been corrected

### 4. Updated Provider Relations Representative List

We have had a change to our Provider Relations Representative List. Sherry Farris will be covering Region 5 and Brad Jones will now be covering Region 4. Abbi Wilson will be taking over other duties within the Provider Relations department.

You can access our updated list on our website at [www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky). Go to” For Providers” and click on “Document Library”. For your convenience, a copy is also attached.



## Who Is My Provider Relations Representative?

Behavioral Health	Region 1	Region 2	Region 3	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8		
All Regions	Ballard	Christian	Breckinridge	Grayson	Adair	Anderson	Bourbon	Boone	Bath	Bell	Clay
	Caldwell	Daviess	Bullitt	Jefferson	Allen	Boyle	Fayette	Campbell	Boyd	Breathitt	Floyd
	Calloway	Hancock	Carroll	Nelson	Barren	Clark	Harrison	Gallatin	Bracken	Harlan	Johnson
	Carlisle	Henderson	Hardin		Butler	Estill	Nicholas	Grant	Carter	Knox	Knott
	Crittenden	Hopkins	Henry		Casey	Franklin	Owen	Kenton	Elliot	Laurel	Lee
	Fulton	McLean	Larue		Clinton	Garrard	Scott	Pendleton	Fleming	Leslie	Letcher
	Graves	Muhlenberg	Marion		Cumberland	Jackson	Woodford		Greenup	Owsley	Magoffin
	Hickman	Ohio	Meade		Edmonson	Jessamine			Lawrence	Whitley	Martin
	Livingston	Todd	Oldham		Green	Lincoln			Lewis	Wolfe	Perry
	Lyon	Trigg	Shelby		Hart	Madison			Mason		Pike
	Marshall	Union	Spencer		Logan	Mercer			Menifee		
	McCracken	Webster	Trimble		McCreary	Montgomery			Morgan		
			Washington		Metcalfe	Powell			Robertson		
					Monroe	Rockcastle			Rowan		
					Pulaski						
				Russell							
				Simpson							
				Taylor							
				Warren							
				Wayne							
<b>Jay Mingus</b>	<b>Regina Gullo</b>	<b>Kim Berry</b>	<b>Phillip Kemper</b>	<b>Beth Day</b>	<b>Brad Jones</b>	<b>Tanura Moss</b>	<b>Sherry Farris</b>	<b>JoAnn Marston</b>	<b>Holly Smith</b>	<b>Lori Kelley</b>	<b>Jacqulyne Pack</b>
(502) 264-3484	(502) 612-9958	(812) 660-1394	(502) 719-8604	502-719-8618	(270) 349-0103	(859) 381-7404	(513) 218-7725	(859) 669-6217	(815) 641-7411	859-302-6334	(606) 331-1075
<a href="mailto:jtmingus@aetna.com">jtmingus@aetna.com</a>	<a href="mailto:rgullo@aetna.com">rgullo@aetna.com</a>	<a href="mailto:kdberry@aetna.com">kdberry@aetna.com</a>	<a href="mailto:pxkemper@aetna.com">pxkemper@aetna.com</a>	<a href="mailto:DayB@aetna.com">DayB@aetna.com</a>	<a href="mailto:JonesB11@aetna.com">JonesB11@aetna.com</a>	<a href="mailto:MossT2@aetna.com">MossT2@aetna.com</a>	<a href="mailto:sxfarris@aetna.com">sxfarris@aetna.com</a>	<a href="mailto:jxrose@aetna.com">jxrose@aetna.com</a>	<a href="mailto:SmithH3@aetna.com">SmithH3@aetna.com</a>	<a href="mailto:KelleyL2@aetna.com">KelleyL2@aetna.com</a>	<a href="mailto:jmpack@aetna.com">jmpack@aetna.com</a>

**\*\*FOR INITIAL OR GENERAL INQUIRIES CALL CUSTOMER SERVICE AT 1-855-300-5528\*\***

## Who Is My Provider Relations Representative if I am located outside of Kentucky?:

Illinois	Indiana	California	Michigan	Tennessee	Missouri	North Carolina	Ohio	All other states	Florida	Virginia
Regina Gullo	Kim Berry	Phillip Kemper	Beth Day	Abbi Wilson	Tanura Moss	Holly Smith	JoAnn Marston	Holly Smith	Lori Kelley	Jacqulyne Pack

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