

# TIP TUESDAY

Aetna Better Health® of Kentucky

July 23, 2019

## Tip Tuesday Tip #3

### Sharing TOGETHER! - Member Eligibility Information

Member eligibility and benefits should be verified prior to each visit. Member eligibility includes membership verification, coverage status and other important information such as copayments. Remember member eligibility is determined by the member's local DCBS office.

Checking member eligibility is easy and accessible 24 hours a day 7 days a week via the Aetna Better Health of KY provider portal.

You can access the portal via

<https://www.aetnabetterhealth.com/kentucky/providers/portal>.

Member Eligibility can also be confirmed by calling 1-855-300-5528,

- pressing \* (star) for provider
- option 2 for Eligibility/Benefits

This option is available 7 a.m. to 7 p.m., ET, Monday – Friday

For any question, providers may contact us at 1-855-454-0061 between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at [KYProvidersRelation@aetna.com](mailto:KYProvidersRelation@aetna.com)



Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](https://www.aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.

Member Services - 1-855-300-5528  
Behavioral Health Crisis Hotline - 1-888-604-6106  
Network Relations - 1-855-454-0061