

# Tip Tuesday






April 28, 2020

Are any of your patients struggling with access to food, housing, transportation or other social determinants of health?

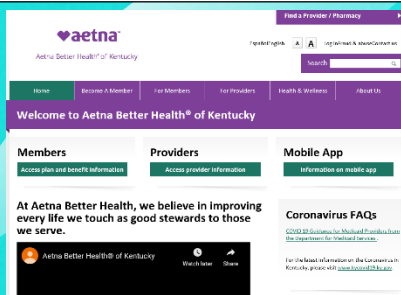
Aetna Better Health of KY teamed up with Metro United Way in Jefferson County to help better connect residents to the social services they need.

For more information, your patients can call an Aetna Better Health care manager at **1-855-300-5528** to get started.

Aetna Better Health of KY, a CVS company, is helping people improve their health outside of a clinical setting, through a series of business programs called [Destination: Health](#). Increasing access to social services is an important part of this program and we are committed to bringing greater access to residents here in the greater Louisville, KY area.

Aetna Better Health of Kentucky	
<b>Region 3B</b> Jefferson County	 Connie Edelen Network Relationship Manager 502-240-2122 cedelen@aetna.com
<b>Region 4</b> Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCleary, Meigs, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne	 Abbi Wilson Network Manager 270-815-0893 WilsonA@aetna.com
<b>Region 5A</b> Anderson, Bourbon, Boyle, Clark, Fayette, Franklin, Garrard, Harrison, Jessamine, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Scott, Woodford	 Jennie Handley Network Manager 513-659-9061 HandleyJ@aetna.com
<b>Region 5B</b> Elliott, Jackson, Lincoln, Rockcastle	 Sammie Asher Network Relationship Manager 606-401-1573 AsherS@aetna.com
<b>Region 6</b> Boone, Campbell, Gallatin, Grant, Kenton, Pendleton	 Jacquelyne Pack Network Manager 606-331-1075 jpack@aetna.com
<b>Region 7</b> Booth, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan, CBB Saint Joseph Medical Group (Kentucky One)	 Krystal Risner Network Relationship Manager 606-487-0310 RisnerK@aetna.com
<b>Region 8</b> Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Mingo, Morgan, Owsley, Perry, Pike, Whitley, Wolfe	 Krystal Risner Network Relationship Manager 606-487-0310 RisnerK@aetna.com

[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/kentucky)



## Coronavirus

For the latest information on the Coronavirus in Kentucky, please visit

<https://chfs.ky.gov/agencies/dms/Pages/cv.aspx>.

Please [click here](#) to donate supplies or services to support Kentucky's COVID-19 response.



Aetna Better Health® of Kentucky

## NETWORK NOTICE

**Date:** April 28, 2020  
**To:** Network Providers  
**From:** Provider Experience  
**RE:** Payment Integrity Program

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9900 Corporate Campus Drive  
Suite 1000  
Louisville, KY 40223

Aetna Better Health of Kentucky has expanded services with Equian, Cotiviti and Optum to further enhance our payment integrity program in accordance with expectations set forth by our Kentucky Medicaid partners.

Equian will be reviewing facility claims for proper coding against the final medical record available post discharge. This process will ensure that proper payment is being made in accordance with our contracts, national coding guidelines, and nationally accepted billing guidelines. This program will result in an outreach to arrange for release of medical records.

In addition, Equian will identify claim overpayments, including retro-terminations, utilizing data mining techniques. Equian will validate claim payments for facility and professional claims against provider contracts, Aetna policy and regulatory guidance provided by the Department of Medicaid Services.

In addition to other services already performed by Cotiviti, Aetna Better Health of Kentucky will partner with Cotiviti to identify instances of third-party liability. Specifically, coordination of benefits with other carriers and Medicare. During this process, there will be letters sent to your attention that contain the other carrier's information that will include the name of carrier, member number, and applicable effective dates. Medicaid is the payer of last resort and the information provided should be used to file immediately upon receipt with the other carrier to prevent exceeding timely filing limits. If timely filing has been exceeded with the other carrier, please file the claim with proof of timely filing. Aetna Better Health of Kentucky considers this as an appropriate reason to override timely filing.

Aetna Better Health of Kentucky will partner with Optum to ensure that our hospital providers can take advantage of hospital credit balance services that assist with returning overpayments. Optum will be assigned facilities by Aetna Better Health of Kentucky and will contact you regarding review of our member accounts at your convenience.

In compliance with the HIPAA Privacy Rule, Aetna Better Health of Kentucky has entered into a Business Associate Agreement (BAA) with the above-mentioned suppliers. The Privacy Rule allows a covered entity to share information with another covered entity's business associate as if the request came from that other covered entity.

If you have any questions please contact your Network Relations Manager.

Our most current list can be found on our website at: [www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky) click on "For Providers", you will find the link titled "Who is My Network Relations Manager?"