



**Aetna Better Health  
of Kentucky**



## Provider Engagement


Our Network Manager (Provider Engagement) Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to providers for education, training, and support.

**Aetna Better Health of Kentucky** offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM  
For general questions, send to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com).

### Supporting Kentucky Youth – (SKY)

Territory	Contact Information	
Liaison – Statewide  All other out of state not otherwise listed below.	Michelle Marrs 859-221-4737 <a href="mailto:MarrsM@aetna.com">MarrsM@aetna.com</a>	

### Behavioral Health


Territory	Contact Information	
Community Mental Health Centers – Statewide  Behavioral health providers – <ul style="list-style-type: none"> <li>• Region 1</li> <li>• Region 2</li> <li>• Region 7</li> <li>• Region 8</li> </ul>	Holly Smith 815-641-7411 <a href="mailto:SmithH3@aetna.com">SmithH3@aetna.com</a>	




## Behavioral Health

Territory	Contact Information	
Behavioral health providers <ul style="list-style-type: none"> <li>• Region 3</li> <li>• Region 4</li> <li>• Region 5</li> <li>• Region 6</li> </ul>	Christi Atkinson 859-321-0775 <a href="mailto:AtkinsonC1@aetna.com">AtkinsonC1@aetna.com</a>	

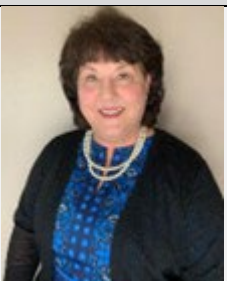
## All Provider Types

Territory – All Provider Types excluding Behavioral Health	Contact Information	
<b>Region 1</b> - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken  <b>Region 2</b> - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster  <b>ABHKY providers located in Indiana</b>	Gina Gullo 502-612-9958 <a href="mailto:Rlgullo@aetna.com">Rlgullo@aetna.com</a>	

## All Provider Types


Territory – All Provider Types excluding Behavioral Health	Contact Information	
<b>Region 4</b> Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne  <b>ABHKY providers located in Tennessee</b>	Andrea Dewitt 270-306-0765 <a href="mailto:DewittA@aetna.com">DewittA@aetna.com</a>	

## Ancillary Providers ONLY


Territory – Ancillary Providers ONLY (Excluding BH, Hospital and PCP)	Contact Information	
<b>Region 3</b> Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington  <b>Region 5</b> Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford	Becky Bowman 502-214-0399 <a href="mailto:BowmanB@aetna.com">BowmanB@aetna.com</a>	



## Hospital Systems & PCP ONLY

Territory – Hospital Systems & PCP ONLY	Contact Information	
<p><b>Region 3</b> Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p><b>Region 5</b> Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p>	<ul style="list-style-type: none"> <li>• University of Louisville</li> <li>• Norton</li> <li>• Ephraim McDowell</li> <li>• University of Kentucky</li> <li>• Community Health Partner</li> <li>• Association of Primary Care Physicians</li> <li>• The Physician Network</li> <li>• CHI</li> </ul>	 <p>Trista Gibson 606-305-2705 <a href="mailto:GibsonT1@aetna.com">GibsonT1@aetna.com</a></p>

## Ancillary Providers ONLY


Territory – Ancillary Providers ONLY (Excluding BH, Hospital and PCP)	Contact Information	
<p><b>Region 6</b> – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p><b>Region 7</b> - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p><b>Region 8</b> - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p><b>ABHKY providers located in Virginia &amp; West Virginia</b></p>	<p>Jennifer Hardin 606-240-0120 <a href="mailto:HardinJ@aetna.com">HardinJ@aetna.com</a></p>	

## Hospital Systems & PCP ONLY

Territory – Hospital Systems & PCP ONLY	Contact Information	
<p><b>Region 6</b> – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p><b>Region 7</b> - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p><b>Region 8</b> - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p><b>ABHKY providers located in Virginia &amp; West Virginia</b></p>		<p>Vacant – please send all inquiries to <a href="mailto:KYProviderrelations@aetna.com">KYProviderrelations@aetna.com</a></p>



## Supervisor, Network Management

	Contact Information	
	Krystal Risner 606-687-0310 <a href="mailto:RisnerK@aetna.com">RisnerK@aetna.com</a>	

## Ld. Director, Network Management

	Contact Information	
	JoAnn Marston 859-669-6217 <a href="mailto:MarstonJ@aetna.com">MarstonJ@aetna.com</a>	

**Mailbox:** Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: [KyProviderUpdates@aetna.com](mailto:KyProviderUpdates@aetna.com).

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://enrollments.echohealthinc.com/>

### Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

- **Health Plan Website** - The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website. Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://AetnaBetterHealth.com/Kentucky)
- **Availity** - Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries. Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>
- **Network Notices** - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up. Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

