



Aetna Better Health® of Kentucky



TIP Tuesday

Smiles for Life

As partners in the health of our members, we recognize maintaining good dental hygiene is vital to living a positive, healthy life.

Taking charge of health can be very empowering and provides members with an often unexpected peace of mind. As is the case with all medical treatment, preventative dental care can save time, money and stress and leads to better health outcomes.

With that in mind Aetna Better Health of Kentucky would like to share an opportunity with you for **continued education**.



Smiles for Life
A national oral health curriculum

Smiles for Life offers educational resources to ensure integration of oral health and primary care. Continuing Education Credit is available free of charge to many health professionals. Please click the appropriate profession to learn more about obtaining and claiming continuing education credit.

Click here for more information: [**Smiles for Life**](#)

We here at Aetna Better Health value your partnership and welcome the opportunity to learn from you and hear your feedback as professionals who have long-standing expertise in service to communities.

The bottom line is - - - We are here to support you. We hope to provide value and guidance in the navigation of the Medicaid system. Additionally, we want to -- alongside you-- provide services to our men, women, children, and families to achieve common positive health and wellness goals.

April Training Opportunities



April 12, 2022

Sex Trafficking 101

Time: 9:00 AM - 10:00 AM

Understand sex trafficking, what resources are available, learn how to meet the complex behavioral health and support needs of this population, and reporting requirements.

Attend by visiting this [WebEx](#) at time of the event

If you have any questions, you can reach out to Allison Galvagni at GalvagniA@aetna.com.

April 14, 2022

Welcome to SKY for Providers

Time: 11:00 AM - 12:00 PM

Introduction to SKY for providers and staff

To join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can reach out to Michelle Marrs at MarrsM@aetna.com.

April 20, 2022

Neonatal Abstinence Syndrome

Time: 9:00 AM - 9:45 AM

This presentation provides an overview of Neonatal Abstinence Syndrome (NAS) and Substance Exposed Infants (SEI). Topics discussed include symptoms, treatment, prevention efforts, reporting and resources. The presentation emphasizes a holistic, whole person-whole family, approach to care and treatment.

How to join this event:

Register and attend by visiting this [WebEx](#)

If you have questions, you can reach out to Melissa Dean at mgdean@aetna.com.

April 20, 2022

Evidence Based Guidelines for Weight Management for Providers

Time: 11:00 AM - 12:00 PM

To join this event:

Register and attend by visiting this [WebEx](#)

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

April 21, 2022

New Provider Orientation

Time: 10:30 AM - 12:00 PM

Provider training on systems and processes

To join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can reach out to Christi Atkinson at AtkinsonC1@aetna.com.

April 26, 2022

Supporting LGBTQ+ Population

Time: 9:00 AM - 10:00 AM

Understanding of the cultural values and practices within the community and be able to identify resources including behavioral health needs for LGBTQ+ enrollees; understanding that language is essential, such as using correct identifying pronouns, and that forms and resources account for diverse perceptions of sexuality, sex, and gender.

How to join this event:

Register and attend by visiting this [WebEx](#)

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

April 27, 2022

Supporting Transition Age Youth

Time: 9:00 AM - 9:45 AM

Supporting Transition Age Youth is a virtual presentation designed for providers in order to highlight the special needs of persons who

will soon transition or have already transitioned from out of home care. The presentation for providers provides an overview of the early transition planning available, community supports and case management, and value added benefits through the SKY program.

How to join this event:

Register and attend by visiting this [WebEx](#)

If you have questions, you can reach out to Melissa Dean at mgdean@aetna.com.

April 28, 2022

Virtual Office Hours for Providers

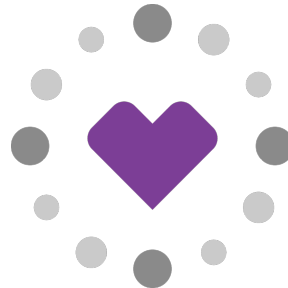
Time: 11:00 AM - 12:00 PM

Virtual Office Hours allows for updates on program related matters. This meeting also allows our partners an opportunity to raise questions or issues they may have regarding network participation. Additional content rotation included.

How to join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can contact Michelle Marrs at MarrsM@aetna.com.



Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

Network Relations Contact Information & Coverage Areas

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

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.

Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: ***KyProviderUpdates@aetna.com***

General forms, ERA enrollments, or general questions can be sent to ***KYProviderRelations@aetna.com***



Michelle Marrs

Network Relations Manager,
SKY Liaison
859-221-4737
MarrsM@aetna.com

Supporting Kentucky Youth -
Statewide



Dustin Johnson

Network Relations Manager
502-648-6526
JohnsonD38@aetna.com

Supporting Kentucky Youth -
Statewide

Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Holly Smith

Network Relations Manager
815-641-7411
SmithH3@aetna.com

Behavioral Health Providers
Region 1
Region 2
Region 5
Region 6
Region 7
Region 8



Becky Marcum

Network Relations Manager
606-350-0579
MarcumR@aetna.com

Association of Primary Care
Physicians Community of



Trista Gibson

Network Relations Manager
606-305-2705
GibsonT1@aetna.com

Baptist Health System



Gina Gullo

Network Relations Manager
502-612-9958
Rlgullo@aetna.com

Region 1

Health Partners
Cooperative Care Network
Ephraim McDowell
Kentucky Primary Care
Association
The Physicians Network

All other states excluding:
IN, OH, TN, VA, & WV



Donna Martin

Network Relations Manager
859-207-8618

MartinD4@aetna.com

Region 3

Breckinridge, Bullitt, Carroll,
Grayson, Hardin, Henry,
Jefferson, Larue, Marion,
Meade, Nelson, Oldham,
Shelby, Spencer, Trimble,
Washington

King's Daughters Medical
System
LifePoint Health System
Norton Healthcare System
St. Claire Medical Center
University of Kentucky
System University of
Louisville System



Andrea Dewitt

Network Relations Manager
270-306-0765

DewittA@aetna.com

Region 4

Adair, Allen, Barren, Butler,
Casey, Clinton, Cumberland,
Edmonson, Green, Hart,
Logan, McCreary, Metcalfe,
Monroe, Pulaski, Russell,
Simpson, Taylor, Warren,
Wayne

Providers in the state of
Tennessee

Ballard, Caldwell, Calloway,
Carlisle, Crittenden, Fulton,
Graves, Hickman, Livingston,
Lyon, McCracken

Region 2

Christian, Daviess, Hancock,
Henderson, Hopkins, McLean,
Muhlenberg, Ohio, Todd, Trigg,
Union, Webster



Becky Bowman

Network Relations Manager
502-214-0399

BowmanB@aetna.com

Region 5

Anderson, Bourbon, Boyle,
Clark, Estill, Fayette,
Franklin, Garrard, Harrison,
Jackson, Jessamine, Lincoln,
Madison,
Mercer, Montgomery,
Nicholas, Owen, Powell,
Rockcastle, Scott, Woodford



Jacquelyne Pack

Network Manager
606-331-1075

Jmpack@Aetna.com

Region 6

Boone, Campbell, Gallatin, Grant, Kenton,
Pendleton
CHI Saint Joseph Medical Group (Kentucky
One)
Vanderbilt

Providers in the state of Ohio and West



Krystal Risner

Network Manager
606-687-0310

Risnerk@Aetna.com

Region 7

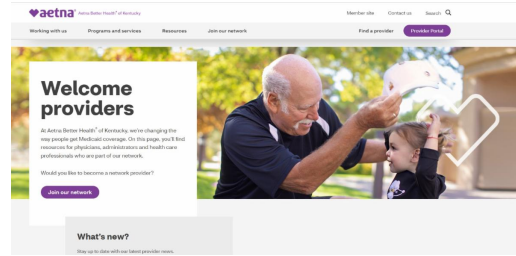
Bath, Boyd, Bracken, Carter, Elliot, Fleming,
Greenup, Lawrence, Lewis, Mason,
Menifee, Morgan, Robertson, Rowan

Region 8

Bell, Breathitt, Clay, Floyd, Harlan, Johnson,
Knott, Knox,

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://www.aetna.com/better-health/kentucky)

Availity

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

Functionality examples include:

- Eligibility and member benefits look up
- EFT registration
- Claim status look up
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>

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