



## Tip Tuesday

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.**

We are in an active campaign to streamline our network communication to you. We have moved to a web-based application allowing us to share more information with you as needed. Please take a moment to confirm that all your information is correct, if you don't currently receive our notices please take just a minute to sign up. [Sign up here!](#)

## ULTRASOUND REMINDER



### Obstetrical - Maternity Care Overview

Once an Aetna Better Health member is found to be pregnant, the provider must notify our integrated Care Management Department by calling Member Services **1-855-300-5528** or via fax at **1-855-454-5044**, using the Aetna Better Health Maternity Risk Screening form. Please refer to the Document Library on the Aetna Better Health of Kentucky website at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/kentucky)** for a copy of the form.

- One ultrasound is allowed after 16 weeks with notification only. Any additional ultrasounds require prior authorization and will be reviewed for medical necessity.

## CHECK YOUR RECORDS - Ensure correct Payer ID

### In case you missed it



Payer IDs are used to route EDI transactions to the appropriate payer. Currently we have providers who are still using the outdated Coventry HealthCare payer ID number 25133 when submitting claims for Aetna Better Health of Kentucky members. As a courtesy to our providers, those claims have been redirected to the correct Aetna Better Health of Kentucky Payer ID number 128KY.

Effective September 1, 2021 the courtesy redirects will end, and claims being sent to the invalid payer ID number will be rejected.

#### To Avoid Claim Rejections and Payment Delays

Please check your systems and processes to ensure you are **ONLY** submitting claims for Aetna Better Health of Kentucky members using the **[Aetna Better Health of Kentucky Payer ID number 128KY](#)**.

## VALUE ADDED BENEFITS SPOTLIGHT

### Aetna Better Way to Health Incentive Program

Members can earn gift cards after completing the following checkups:

- \$10 gift card for completing a dilated retinal exam for adults 18–75 years old
- \$20 gift card for completing a follow-up visit with a behavioral health practitioner within 7 days of discharge after a hospitalization for mental illness (6 years of age or older)
- \$25 gift card for members who are pregnant or newly enrolled. Complete a Health Risk Assessment (HRA) within the first 30 days of enrollment. Limit one incentive per eligible member.





## Aetna Better Health® of Kentucky

### 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](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)

Supporting Kentucky Youth, SKY Liaison Statewide



**Michelle MARRS**  
Network Relations  
Manager, SKY Liaison  
859-221-4737  
[MARRSM@Aetna.com](mailto:MARRSM@Aetna.com)









Supporting Kentucky Youth - Statewide

Region 3  
Behavioral Health Providers

All Regions - Community Mental Health Centers

**Dustin JOHNSON**  
SKY Network Manager  
502-648-6526  
[JOHNSOND38@Aetna.com](mailto:JOHNSOND38@Aetna.com)

<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>
 <p>Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Epharim McDowell Kentucky Primary Care Association The Physicians Network</p>		<p>Becky Marcum Network Relations Manager (606) 350-0579 <a href="mailto:marcumr@aetna.com">marcumr@aetna.com</a></p>
<p>Baptist Health System King's Daughters Medical System LifePoint Health System Norton Healthcare System St. Claire Medical Center University of Kentucky System University of Louisville System</p>		<p>Trista Gibson Network Manager 606-305-2705 <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
<p>Region 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>		<p>Connie Edelen Network Relations Manager 502-240-2122 <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>		<p>Sammie Asher Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>



Region 5  
 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin,  
 Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison,  
 Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle,  
 Scott, Woodford

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

Becky Bowman  
 Network Relations Manager  
 502-214-0399  
[BowmanB@Aetna.com](mailto:BowmanB@Aetna.com)

Region 6  
 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton  
 CHI Saint Joseph Medical Group (Kentucky One)



Providers in the state of Ohio and West Virginia

Jacquelyne Pack  
 Network Manager  
 606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@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,  
 Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan,  
 Owsley, Perry, Pike, Whitley, Wolfe

Providers in the state of Virginia

Krystal Risner  
 Network Manager  
 606-687-0310  
[Risnerk@Aetna.com](mailto:Risnerk@Aetna.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

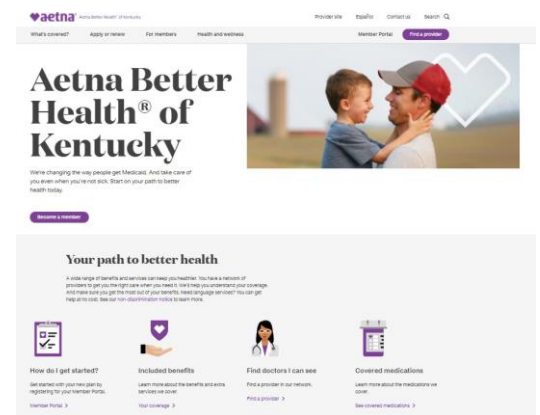
Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://AetnaBetterHealth.com/Kentucky)

### Availity

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.

Visit Availity at:

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



### Functionality examples in Availity include:

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