



Aetna Better Health® of Kentucky



## 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.**

## Holiday Check-Run Reminder



With the holidays approaching, Aetna Better Health of Kentucky would like to provide you with the following check run dates. We hope this allows for a smooth transition into the new year.

**Thanksgiving** - There will be no Wednesday check runs this week, **all** check runs will be executed on **Friday 11/26/2021**, paid dates will be **Tuesday 11/30/2021**. Routine Wednesday/Friday schedule will return the following week.

**December** –

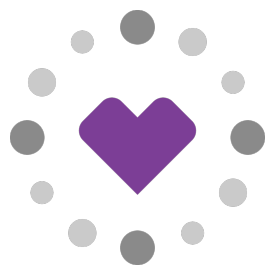
**Christmas** – check runs will be executed on **Thursday 12/23/2021**, **there will be no Wednesday check run this week**. Paid dates will be **Tuesday 12/28/2021**.

**There will be no check runs on Friday 12/24/2021 due to the Holiday.**

**New Year** - all check runs will be executed on **Thursday 12/30/2021**, paid dates will be **Tuesday 1/4/2022**.

**There will be no check runs on Friday 12/31/2021 due to the Holiday.**

## Value Based Solutions



### BETTER TOGETHER

Aetna Better Health of Kentucky believes improving Member health outcomes requires an increased level of collaboration between professional providers of care and the health plan that covers the care.

Our unique approach to health care aims to support primary care practitioners in delivering affordable care to achieve Members' health ambitions, by:

- Population Health. Real People Offering Tailored Practice Support.
- Right Care. Right Place. Patient-Centered Approach to Affordable Care.

- Data & Analytics. Practice-Level Member Care Gaps Reporting.
- Financial Investment. Performance Incentives.

For more information about our Value Based Solutions, please reach out to your Network Manager

### 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**  
SKY Network 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 Health Partners
- Cooperative Care Network
- Ephraim McDowell
- Kentucky Primary Care Association
- The Physicians Network



**Trista Gibson**  
Network Manager  
606-305-2705  
***GibsonT1@aetna.com***

- 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



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

**Region 1** - 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  
Providers in the state of Indiana

OPEN

OPEN

Please send all inquiries to

[KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)

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[KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



**Becky Bowman**  
Network Relations  
Manager

502-214-0399

[BowmanB@Aetna.com](mailto:BowmanB@Aetna.com)

**Region 3** - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

**Region 4** - Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

**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

Providers in the state of Tennessee



**Jacquelyne Pack**  
Network Manager  
606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@Aetna.com)



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

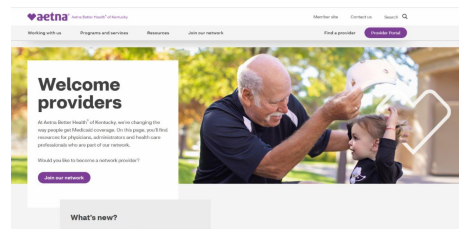
**Region 7** - Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

**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

### 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](http://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.

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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