

## AETNA BETTER HEALTH® OF KENTUCKY

Please note our newly formatted fax blast – A copy of this communication is available on our website:  
[www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky), go to Provider News

PROVIDER NEWSFLASH – FRIDAY, FEBRUARY 17, 2017 – PAGE 1 OF 2

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**To:** All Network Providers

**Fax:** <<location fax>>

**In the News:** 1. Cotiviti Medical Record Claim Review Notice Reminder  
2. Updated Provider Relations Representative Listing

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## Medical Records and Claims Review

Aetna Better Health regularly reviews and analyzes claim handling practices to identify opportunities for improvement.

To that end, we are pleased to announce that as of **April 01, 2017**, we are working with Cotiviti Healthcare (Cotiviti) to assist us with provider claim reviews and reimbursement review practices. Cotiviti performs reviews of medical records for services rendered and conducts post payment reviews of medical claims. Lastly, Cotiviti will assist in identifying other insurance that the member might have.

In the upcoming days or weeks, you may receive a letter from Cotiviti requesting additional information pertaining to our reviews.

### Questions?

If you have any questions about this review process, simply call Aetna Better Health of Kentucky's Provider Relations Department at **1-855-300-5528**. You can reach us Monday through Friday, 8 a.m. to 5 p.m., ET.



## Who Is My Provider Relations Representative?

Behavioral Health	Behavioral Health and CMHC's	Region 1	Region 2	Region 3	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	
<b>Regions 1 - 6</b>	<b>Regions 7 - 8</b>	Ballard	Christian	Breckinridge	Bullitt	Adair	Anderson	Bourbon	Boone	Bath	Clay
		Caldwell	Hancock	Carroll	Jefferson	Allen	Boyle	Fayette	Campbell	Boyd	Floyd
		Calloway	Henderson	Daviess	Oldham	Barren	Clark	Harrison	Gallatin	Carter	Johnson
		Carlisle	Hopkins	Hardin	Shelby	Butler	Estill	Nicholas	Grant	Elliot	Knott
		Crittenden	McLean	Henry		Casey	Franklin	Owen	Kenton	Greenup	Lee
		Fulton	Ohio	Larue		Clinton	Garrard	Scott	Pendleton	Lawrence	Letcher
		Graves	Todd	Marion		Cumberland	Jackson	Woodford	Bracken	Lewis	Magoffin
		Hickman	Trigg	Meade		Edmonson	Jessamine		Mason	Menifee	Martin
		Livingston	Union	Muhlenberg		Green	Lincoln		Robertson	Morgan	Perry
		Lyon	Webster	Spencer		Hart	Madison		Fleming	Robertson	Pike
		Marshall	Union	Trimble		Logan	Mercer			Rowan	Breathitt
		McCracken		Washington		McCreary	Montgomery			Bell	Harlan
				Grayson		Metcalfe	Powell			Knox	Leslie
				Nelson		Monroe	Rockcastle			Owsley	
						Pulaski				Whitley	
						Russell				Wolfe	
				Simpson							
				Taylor							
				Warren							
				Wayne							
				<b>Norton's</b>							
<b>Caleb Pate</b>	<b>Lori Kelley</b>	<b>Gina Gullo</b>	<b>Gina Gullo</b>	<b>Danette Matthews</b>	<b>Phil Kemper</b>	<b>Brad Jones</b>	<b>Tanura Moss</b>	<b>Sherry Farris</b>	<b>JoAnn Rose</b>	<b>Holly Smith</b>	<b>Jacqulyne Pack</b>
(502) 216-1249	(859) 302-6334	(502) 612-9958	(502) 612-9958	(502) 269-2040	(502) 719-8604	(270) 349-0103	(859) 381-7404	(513) 218-7725	(859) 669-6217	(815) 641-7411	(606) 331-1075
<a href="mailto:Patec1@aetna.com">Patec1@aetna.com</a>	<a href="mailto:KelleyL2@aetna.com">KelleyL2@aetna.com</a>	<a href="mailto:rgullo@aetna.com">rgullo@aetna.com</a>	<a href="mailto:rgullo@aetna.com">rgullo@aetna.com</a>	<a href="mailto:matthewsd@aetna.com">matthewsd@aetna.com</a>	<a href="mailto:pxkemper@aetna.com">pxkemper@aetna.com</a>	<a href="mailto:JonesB11@aetna.com">JonesB11@aetna.com</a>	<a href="mailto:MossT2@aetna.com">MossT2@aetna.com</a>	<a href="mailto:sxfarris@aetna.com">sxfarris@aetna.com</a>	<a href="mailto:jrose@aetna.com">jrose@aetna.com</a>	<a href="mailto:SmithH3@aetna.com">SmithH3@aetna.com</a>	<a href="mailto:jmpack@aetna.com">jmpack@aetna.com</a>

### Are you part of the following?

The Physicians Network (TPN), Kentucky Primary Care Association (KYPCA),  
 The Association of Primary Care Physicians (APCP), Kentucky One

### Please contact:

**Abbi Wilson**  
 (270) 498-1443  
[axwilson4@aetna.com](mailto:axwilson4@aetna.com)

## Who Is My Provider Relations Representative if I am located outside of Kentucky?

All others	Indiana	Tennessee	Missouri	North Carolina	Ohio	West Virginia	Virginia
Danette Matthews	Phillip Kemper	Brad Jones	Tanura Moss	Sherry Farris	JoAnn Marston	Holly Smith	Jacqulyne Pack

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