

AETNA BETTER HEALTH® OF KENTUCKY

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www.aetnabetterhealth.com/kentucky, go to Provider News

PROVIDER NEWSFLASH – FRIDAY, FEBRUARY 24, 2017 – PAGE 1 OF 1

To: All Network Providers

Fax: <<location fax>>

In the News: 1. Cross Claim Provider Communication
2. Updated Provider Relations Representative Listing

1. Effective **March 28, 2017**, Aetna will be implementing the following policy change:

Aetna has developed the technology to look across claim types during claims adjudication. This will allow Aetna to correctly adjudicate claims where conflicts may exist between professional (CMS-1500) claims and institutional (CMS-1450) claims.

For example:

- A procedure is reported by a physician in a place of service indicating a physician's office while the same procedure is also reported by an ambulatory surgical center on a facility claim. This conflict would be identified so that the provider receives the appropriate reimbursement.
- A home infusion service is reported from a member indicating the service took place in a patient's home on a CMS-1500 but a CMS-1450 claim indicates that the member was an inpatient during that period of time. This conflict would be identified so that the home infusion provider receives appropriate reimbursement.

Implementing this new payment policy capability to evaluate services across claim types will enable Aetna to more accurately and appropriately adjudicate services.

2. Attached you will find our most current Provider Relations Representative Listing. You can download a pdf of this listing, at either location listed below:
- On our website, at www.aetnabetterhealth.com/kentucky, under "For Providers"
 - On our secure web portal at <http://aetnabetterhealth-kentucky.aetna.com>, under Provider Documents

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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 |
|--|--|--|--|--|--|---|--|--|--|--|--|
| Regions 1 - 6 | Regions 7 - 8 | Ballard | Christian | Breckinridge | Bullitt | Adair | Anderson | Bourbon | Boone | Bath | Breathitt |
| | | Caldwell | Hancock | Carroll | Jefferson | Allen | Boyle | Fayette | Bracken | Bell | Clay |
| | | Calloway | Henderson | Daviess | Oldham | Barren | Clark | Harrison | Campbell | Boyd | Floyd |
| | | Carlisle | Hopkins | Grayson | Shelby | Butler | Estill | Nicholas | Fleming | Carter | Harlan |
| | | Crittenden | McLean | Hardin | | Casey | Franklin | Owen | Gallatin | Elliot | Johnson |
| | | Fulton | Ohio | Henry | | Clinton | Garrard | Scott | Grant | Greenup | Knott |
| | | Graves | Todd | Larue | | Cumberland | Jackson | Woodford | Kenton | Knox | Lee |
| | | Hickman | Trigg | Marion | | Edmonson | Jessamine | | Mason | Laurel | Leslie |
| | | Livingston | Union | Meade | | Green | Lincoln | | Pendleton | Lawrence | Letcher |
| | | Lyon | Webster | Muhlenberg | | Hart | Madison | | Robertson | Lewis | Magoffin |
| | | Marshall | | Nelson | | Logan | Mercer | | | Menifee | Martin |
| | | McCracken | | Spencer | | McCreary | Montgomery | | | Morgan | Perry |
| | | | | Trimble | | Metcalfe | Powell | | | Owsley | Pike |
| | | | | Washington | | Monroe | Rockcastle | | | Rowan | |
| | | | | | | Pulaski | | | | Whitley | |
| | | | | | | Russell | | | | Wolfe | |
| | | | | | | Simpson | | | | | |
| | | | | Taylor | | | | | | | |
| | | | | Warren | | | | | | | |
| | | | | Wayne | | | | | | | |
| | | | | Norton's | | | | | | | |
| Caleb Pate | Lori Kelley | Gina Gullo | Gina Gullo | Danette Matthews | Phil Kemper | Brad Jones | Tanura Moss | Sherry Farris | JoAnn Rose | Holly Smith | Jacquelyne Pack |
| (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 |
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| Are you part of the following? | | | | | | Please contact: | | | | | |
| The Physicians Network (TPN) Kentucky Primary Care Association (KYPKA) The Association of Primary Care Physicians (APCP) Kentucky One | | | | | | Abbi Wilson (270) 498-1443 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 | Jacquelyne Pack |