

NETWORK NOTICE

Date: January 5, 2021
To: Network Providers
From: Provider Experience
RE: **Case Management, High Risk Pregnancies, Reminder for SKY**

9900 Corporate Campus Drive
Suite 100
Louisville, KY 40223

Aetna Better Health of Kentucky partners with our providers to help members achieve the best health outcomes possible. Case Management for High Risk Pregnancies promotes healthy mothers and healthy babies. We provide care management services by a nurse case manager who has clinical experience with high risk pregnancies. We partner with our members during their pregnancy and postpartum experience to provide resources, education, and support to our high-risk pregnant members.

We also:

- Assist members in locating providers for medical, dental, or behavioral health
- Assist with transportation to medical appointments
- Assist with identifying community resources such as WIC, SNAP, HANDS and finding resources for free or low-cost baby items/supplies
- Assist with addressing other social determinants of health needs
- Educate on health plan benefits including pharmacy and DME (including breast pump, maternity support belt, etc.)
- Educate on health and safety of mother and baby

Members that could benefit from Case Management include but are not limited to:

- Multiple pregnancy
- History of pre-term labor
- Have chronic or new medical conditions that may complicate the pregnancy
- Have behavioral health issues that may impact the pregnancy
- Have an unsafe living environment (homelessness, inadequate housing, violence/abuse)
- History of substance abuse or tobacco use
- Late initiation of prenatal care (after 14 weeks)
- Miss two or more prenatal appointments without rescheduling
- Have hospital visits (Emergency Rooms, labor & delivery triage)
- Have trouble with basic needs (food, utilities, transportation)
- Have fetal complications
- Teen pregnancy
- Advanced Maternal Age
- Other needs as identified by member or physician

To refer a member for care management support, send a prenatal notification to Case Management Services and/or contact one of our care managers at Aetna Better Health of KY:




DIRECT FAX: 855-454-5044
EMAIL: CCofKYCaseMgmt@aetna.com
PHONE: 855-300-5528







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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 of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling **1-855-300-5528** Monday through Friday 7 AM-7 PM.

	<p>Region 3 Behavioral Health Providers</p> <p>All Regions Community Mental Health Centers</p>	<p>Dustin Johnson Network Manager 502-648-6526 Johnsond38@Aetna.com</p>
<p>Region 5 Region 6 Region 7 Region 8</p> <p>Behavioral Health Providers</p>		<p>Holly Smith Network Relationship Manager 815-641-7411 Smithh3@Aetna.com</p>
	<p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>	<p>Sammie Asher Network Relationship Manager 606-401-1573 Ashers@Aetna.com</p>
<p>Supporting Kentucky Youth, SKY Liasion</p>		<p>Michelle Marrs Network Relationship Manager, SKY Program 859-221-4737 MarrsM@Aetna.com</p>

<p>Regions 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Regions 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 Relationship Manager 502-612-9958 Rlgullo@Aetna.com</p>
 <p>Region 3A Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington Norton Healthcare System University of Kentucky System</p>		<p>Trista Gibson Network Manager 606-305-2705 GibsonT1@Aetna.com</p>
<p>Region 3B Jefferson County</p>		<p>Connie Edelen Network Relationship Manager 502-240-2122 Czedelen@Aetna.com</p>
 <p>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</p>		<p>Abbi Wilson Network Manager 270-816-0893 Wilsona8@Aetna.com</p>
<p>Region 5A Anderson, Bourbon, Fayette, Franklin, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford Baptist Health System</p>		<p>Cristy Sheppard Network Manager 502-263-8420 SheppardC1@Aetna.com</p>
 <p>Region 5B Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle All other states excluding: IN, OH, TN, VA, & WV</p>		<p>Becky Bowman Network Relationship Manager 502-214-0399 BowmanB@Aetna.com</p>

<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 Jmpack@Aetna.com</p>
 <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Providers in the state of Virginia</p>		<p>Krystal Risner Network Relationship Manager 606-687-0310 Risnerk@Aetna.com</p>

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

