



## Aetna Better Health<sup>®</sup> of Kentucky

# NETWORK NOTICE

Date:	12/27/2022
To:	All Network Providers
From:	Provider Experience
Subject:	Claims Received Report Summary moving to Availity
Document ID	Aetna-1294

Providers are currently receiving a 'Claims Received Report Summary' document with each check run. This summary was designed as an informational tool to alert providers on what claims were received and still under review or pending. A claim is considered pending when it has been received but has not been approved or denied, finished, or completed.

Effective 2/01/2022, Aetna Better Health of KY will discontinue this summary as part of the remittance advice. Providers who are registered with Availity, can access claim status, including pending claims using the portal.

**Below is a link for any provider who is not currently registered with Availity.**

[Provider Secure Web Portal | Aetna Medicaid Kentucky \(aetnabetterhealth.com\)](https://aetnabetterhealth.com)

## Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

## NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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)



**Dustin Johnson**  
SKY Network Manager



**Michelle Marrs**  
Network Relations Manager,



**Holly Smith**  
Network Relations Manager

Supporting Kentucky Youth  
502-648-6526  
[Johnsond38@Aetna.com](mailto:Johnsond38@Aetna.com)

Behavioral Health Providers  
Region 3  
Region 4

All Regions - Community  
Mental Health Centers



**Becky Marcum**  
Network Relations Manager  
(606) 350-0579  
[marcumr@aetna.com](mailto:marcumr@aetna.com)

Association of Primary Care  
Physicians  
Community of Health  
Partners  
Cooperative Care Network  
Ephraim McDowell  
Kentucky Primary Care  
Association  
The Physicians Network

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



SKY Liaison  
859-221-4737  
[MarrsM@Aetna.com](mailto:MarrsM@Aetna.com)

Supporting Kentucky Youth,  
SKY Liaison Statewide



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

Baptist Health System  
CHI Saint Joseph Health  
Norton King's Daughters  
Medical System  
Norton Healthcare System  
St. Elizabeth Healthcare  
TJ Regional Health Inc  
Village MD



815-641-7411  
[Smith3@Aetna.com](mailto:Smith3@Aetna.com)

Behavioral Health Providers  
Region 1  
Region 2  
Region 5  
Region 6  
Region 7  
Region 8



**Gina Gullo**  
Network Relations Manager  
502-612-9958  
[Rlgullo@Aetna.com](mailto: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

LifePoint Health System

Providers in the state of  
Indiana



**Donna Martin**

Network Relations Manager  
859-207-8618  
[MartinD4@aetna.com](mailto:MartinD4@aetna.com)

**Region 3**

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

**Andrea Dewitt**

Network Relations Manager  
270-306-0765  
[DewittA@aetna.com](mailto:DewittA@aetna.com)

**Region 4**

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

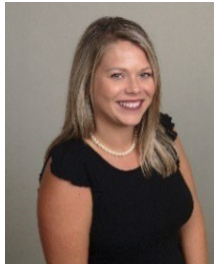
Providers in the state of Tennessee

**Becky Bowman**

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

**Region 5**

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



**Trista Gibson**

Network Manager  
606-305-2705  
[GibsonT1@Aetna.com](mailto:GibsonT1@Aetna.com)

**Region 6**

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Providers in the state of Ohio

**Krystal Risner**

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

**Region 7**

Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

Providers in the state of West Virginia

**Jennifer Hardin**

Network Manager  
606-240-0120  
[HardinJ@Aetna.com](mailto:HardinJ@Aetna.com)

**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

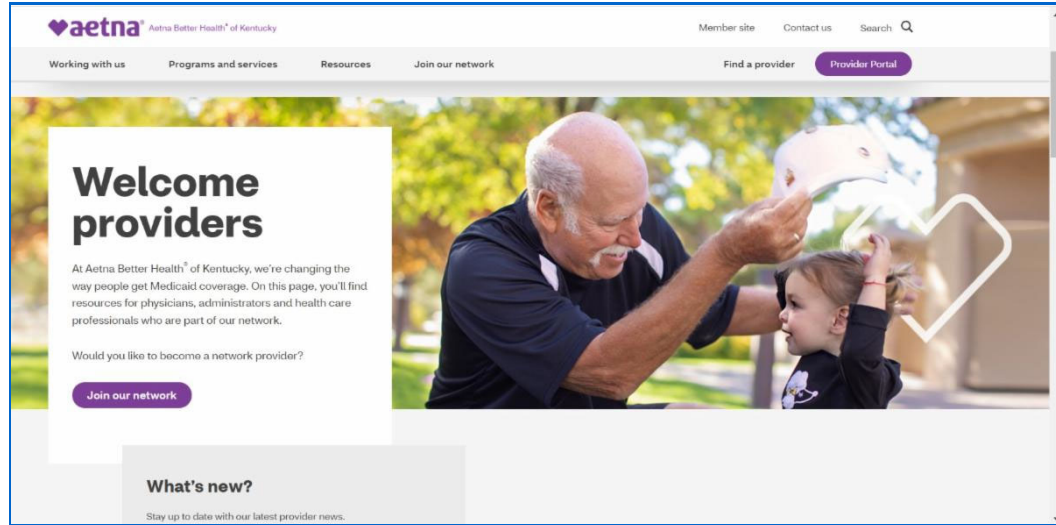
Save time by accessing our online resources.  
Be sure to check out our convenient web tools, available 24/7.

**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](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.

### 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: [AVAILITY](https://AVAILITY)



Visit us at [Aetna Better Health of Kentucky](https://AetnaBetterHealth.com/Kentucky) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)