



Aetna Better Health® of Kentucky

NETWORK NOTICE

Date:	12/17/2021
To:	All Network Providers
From:	Provider Experience
Subject:	PA Removal -Storm Affected Counties

PA Removal - Storm Support

In the wake of last Friday night's devastating storms, we are here to offer extra support to all providers affected. We want to ensure you have everything you need to service our members.

For providers who operate in the **affected counties** (Caldwell, Fulton, Graves, Hopkins, Marshall, Muhlenberg, Taylor, and Warren counties), we will be **suspending the prior authorization requirements for all services from 12/11/21 through 1/05/22**. We would encourage, when possible to notify the UM department, as we would like to assist our members with any other resources that they may need at this very difficult time.

In addition, we understand that many offices were damaged or completely destroyed during the storms and obtaining medical records may be difficult or impossible. To help reduce any burdens, we are working with providers to override any denial where medical records may be required. Please reach out directly to your Network Manager (see list below) or send an email: KYProviderRelations@aetna.com. Include the claims that are affected, we will work with you to resolve the claims.

Additionally, if you are aware that a certain procedure will require medical records, please provide the claim information to your Network Manager. We will be able to locate the claim in our system prior to being denied and finalized and work with claims on having these paid.

Please do not hesitate to contact your Network Manager with any assistance you need during these difficult times. We are here to support you and will do our very best to accommodate during this tragic time.

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

General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com



Dustin Johnson
SKY Network Manager
Supporting Kentucky Youth
502-648-6526
Johnsond38@Aetna.com

Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Michelle Marrs
Network Relations Manager,
SKY Liaison
859-221-4737
MarrsM@Aetna.com

Supporting Kentucky Youth,
SKY Liaison Statewide



Holly Smith
Network Relations Manager
815-641-7411
Smith3@Aetna.com

Behavioral Health Providers
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

Please send all inquiries to KYProviderRelations@aetna.com

Region 3

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

OPEN

Please send all inquiries to KYProviderRelations@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

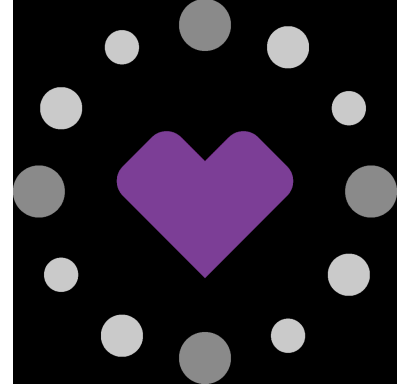
Becky Bowman

Network Relations Manager
502-214-0399
BowmanB@Aetna.com

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



Jacquelyne Pack

Network Manager
606-331-1075

Jmpack@Aetna.com

Krystal Risner

Network Manager
606-687-0310

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

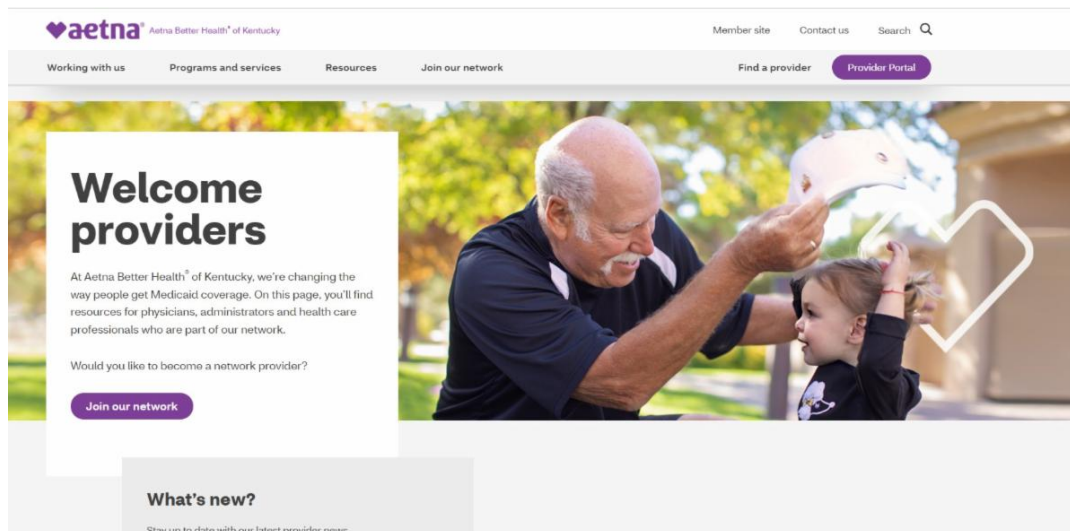
Providers in the state of
Virginia

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



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](#)



Visit us at [Aetna Better Health of Kentucky](#) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive , Suite 1000, Louisville , KY
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with



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