 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	August 12, 2021
	To	All Network Providers
	From	Provider Experience
	Subject	UPDATE to Prior Authorization Policy – August 11, 2021

At Aetna Better Health, we share your goals: to help make Kentuckians healthier. We are your partners in healthcare, and act to serve you and the patients who rely on us for their health care needs. In response to COVID-19, Aetna Better Health of Kentucky is stepping up measures to support our members.

In accordance with the Department for Medicaid Services guidance, below are temporary changes we are implementing to our prior authorization process:

- We are suspending all PA requirements for provider type (PT) 01 for both inpatient and outpatient services with dates of service beginning August 11, 2021.
- The guidance regarding behavioral health and SUD services is unchanged; these services do not require a prior authorization at this time.

Behavioral Health and SUD services are defined as services provided by any behavioral health provider type (02, 03, 04, 05, 06, 23, 26, 30, 62, 63, 66, 67, 81, 82, 83, 84, 89, 92), services listed on the Behavioral Health and Substance Abuse Services Inpatient and Outpatient fee schedules, and services listed on the Community Mental Health Center (CMHC) Mental Health Substance Abuse Codes and Units of Service fee schedule.

- Notification is recommended for inpatient services in order to facilitate care management, COVID reporting/tracking, and discharge planning.

We hope you will be open to collaboration with us if we reach out to request information about the status of our members. We understand issues, questions, and concerns can occur at any time, and when they do you need a timely response. You are encouraged to contact an Aetna Network Relations Manager with any need you may have.

Questions?

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

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to do_not_call@aetna.com. An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.



Aetna Better Health® of Kentucky

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 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

Supporting Kentucky Youth, SKY Liaison Statewide



Michelle Marris
Network Relations
Manager, SKY Liaison
859-221-4737
MarrisM@Aetna.com









Supporting Kentucky Youth - Statewide

Region 3
Behavioral Health Providers

All Regions - Community Mental Health Centers

Dustin Johnson
SKY Network Manager
502-648-6526
Johnsod38@Aetna.com

<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 Smithh3@Aetna.com</p>
 <p>Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Epharim McDowell Kentucky Primary Care Association The Physicians Network</p>		<p>Becky Marcum Network Relations Manager (606) 350-0579 marcumr@aetna.com</p>
<p>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</p>		<p>Trista Gibson Network Manager 606-305-2705 GibsonT1@Aetna.com</p>
<p>Region 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 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 Relations Manager 502-612-9958 Rlgullo@Aetna.com</p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>		<p>Connie Edelen Network Relations 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</p> <p>Providers in the state of Tennessee</p>		<p>Sammie Asher Network Relations Manager 606-401-1573 Ashers@Aetna.com</p>

	<p>Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>All other states excluding: IN, OH, TN, VA, & WV</p>	<p>Becky Bowman Network Relations Manager 502-214-0399 BowmanB@Aetna.com</p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquylne Pack Network Manager 606-331-1075 Jmpack@Aetna.com</p>
	<p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network 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](https://www.aetna.com/better-health/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: <https://apps.availity.com/availity/web/public.elegant.login>

