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**FAX**

**To:** All Network Providers                      **Fax:** <<location fax>>  
**From:** CoventryCares of Kentucky Provider Relations                      **Date:** January 29, 2016  
**Re:** 1. **Provider Web Portal Reminder**                      **Pages:** **4 pages with Cover**  
2. **Claim Submittal Reminder**  
3. **Physicians Assistants U1 Modifier**  
4. **Prior Authorization Fax Form**  
5. **Tobacco Cessation Program**  
6. **Provider Relations Representative Listing**

**CC:**  
 Urgent                       For Review                       Please Comment                       Please Reply                       Please Recycle

**Notes:**  
We appreciate your participation in the CoventryCares of Kentucky provider network. We hope you find this information helpful.

**IMPORTANT WARNING:** *This message is intended for the use of the person or entity to which it is addressed and may contain information that is privileged and confidential, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is STRICTLY PROHIBITED. If you have received this message by error, please notify us immediately and destroy the related message.*

To: CoventryCares of Kentucky Providers  
From: CoventryCares of Kentucky Provider Relations  
Date: January 29, 2015  
RE: Portal Registration Reminder                      Prior Authorization Fax Form  
Claim Submittal Reminder                      Provider Relations Representative List  
Physicians Assistants U1 Modifier Change      Tobacco Cessation Program

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1. We want to remind you to register for our provider web portal. You can access the documents on our website, [www.coventrycaresky.com](http://www.coventrycaresky.com), click on “For Providers”, to “Document Library”; the form is located under “Provider Document Library” and is titled **Aetna Better Health Provider Portal Registration Form**. You can return it to us by:
  - a. E-mail [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)
  - b. Fax **1-855-454-5584**

If you have already submitted your registration paperwork, please do not resubmit. You will be notified by email with your password and directions on how to access the provider portal. We have a round of emails set to go out on January 30 and 31, 2016. If you do not receive an email, please do not resubmit, as an email will be forthcoming.

2. Effective **February 1, 2016**, all claims should be submitted to either the new Payor ID or address, regardless of the date of service:

Payor ID: **128KY**

Address:

**Aetna Better Health of Kentucky**  
**P. O. Box 65195**  
**Phoenix, AZ 85052-5195**

3. Physicians Assistants – U1 Modifier: Effective **October 1, 2015**, all claims with physicians assistants as the rendering provider will no longer require the U1 Modifier.
4. An updated Prior Authorization Fax Form is located on our Aetna Better Health website. You can find the form at [www.aenabetterhealth.com/kentucky](http://www.aenabetterhealth.com/kentucky), go to For Providers and click on Document Library.
5. Attached please find our most current Provider Relations Representative List. If you have any questions, please contact Provider Relations at **1-855-454-0061**.
6. The Commonwealth of Kentucky has asked us to communicate the following information regarding the Tobacco Cessation Program:

## **Help Your Patients**



### **BREAK the Habit**

Tobacco cessation medication and/or nicotine replacement therapy is available to Kentucky Medicaid members who use tobacco products. Dual-eligible members may be eligible to receive some of the available medicines to help them quit using tobacco.

A prescription is needed for all tobacco cessation medications, including over-the-counter nicotine replacement products. No copayment is required for these medications. Some products are not preferred and will require review via the prior authorization process.

Tobacco cessation assessment takes a minimum of 10 minutes, is performed face to face and must include:

- asking the patient about tobacco use
- advising the patient to quit
- assessing the patient's readiness to quit.

If the assessed member's readiness to quit occurs during a regular office visit, the tobacco cessation counseling can be billed separately using CPT Code 99407. The assessment must include history of tobacco use, medical and psychosocial history, review of coping skills and barriers to quitting.

***Kentucky's Tobacco Quitline  
1-800-QuitNow (1-800-784- 8669)***

## Who Is My Provider Relations Representative?

| Behavioral Health | Region 1            | Region 2          | Region 3              | Region 3        | Region 4            | Region 5           |                    | Region 6             | Region 7           | Region 8           |                        |
|-------------------|---------------------|-------------------|-----------------------|-----------------|---------------------|--------------------|--------------------|----------------------|--------------------|--------------------|------------------------|
| All Regions       | Ballard             | Christian         | Breckinridge          | Grayson         | Adair               | Anderson           | Bourbon            | Boone                | Bath               | Bell               | Clay                   |
|                   | Caldwell            | Daviess           | Bullitt               | Jefferson       | Allen               | Boyle              | Fayette            | Campbell             | Boyd               | Breathitt          | Floyd                  |
|                   | Calloway            | Hancock           | Carroll               | Nelson          | Barren              | Clark              | Harrison           | Gallatin             | Bracken            | Harlan             | Johnson                |
|                   | Cartisle            | Henderson         | Hardin                |                 | Butler              | Estill             | Nicholas           | Grant                | Carter             | Knox               | Knott                  |
|                   | Crittenden          | Hopkins           | Henry                 |                 | Casey               | Franklin           | Owen               | Kenton               | Elliot             | Laurel             | Lee                    |
|                   | Fulton              | McLean            | Larue                 |                 | Clinton             | Garrard            | Scott              | Pendleton            | Fleming            | Leslie             | Letcher                |
|                   | Graves              | Muhlenberg        | Marion                |                 | Cumberland          | Jackson            | Woodford           |                      | Greenup            | Owsley             | Magoffin               |
|                   | Hickman             | Ohio              | Meade                 |                 | Edmonson            | Jessamine          |                    |                      | Lawrence           | Whitley            | Martin                 |
|                   | Livingston          | Todd              | Oldham                |                 | Green               | Lincoln            |                    |                      | Lewis              | Wolfe              | Perry                  |
|                   | Lyon                | Trigg             | Shelby                |                 | Hart                | Madison            |                    |                      | Mason              |                    | Pike                   |
|                   | Marshall            | Union             | Spencer               |                 | Logan               | Mercer             |                    |                      | Menifee            |                    |                        |
|                   | McCracken           | Webster           | Trimble               |                 | McCreary            | Montgomery         |                    |                      | Morgan             |                    |                        |
|                   |                     |                   | Washington            |                 |                     | Metcalfe           |                    |                      | Robertson          |                    |                        |
|                   |                     |                   |                       |                 |                     | Monroe             | Rockcastle         |                      | Rowan              |                    |                        |
|                   |                     |                   |                       |                 |                     | Pulaski            |                    |                      |                    |                    |                        |
|                   |                     |                   |                       |                 | Russell             |                    |                    |                      |                    |                    |                        |
|                   |                     |                   |                       |                 | Simpson             |                    |                    |                      |                    |                    |                        |
|                   |                     |                   |                       |                 | Taylor              |                    |                    |                      |                    |                    |                        |
|                   |                     |                   |                       |                 | Warren              |                    |                    |                      |                    |                    |                        |
|                   |                     |                   |                       |                 | Wayne               |                    |                    |                      |                    |                    |                        |
| <b>Jay Mingus</b> | <b>Regina Gullo</b> | <b>Kim Berry</b>  | <b>Phillip Kemper</b> | <b>Beth Day</b> | <b>Abbi Wilson</b>  | <b>Tanura Moss</b> | <b>Brad Jones</b>  | <b>JoAnn Marston</b> | <b>Holly Smith</b> | <b>Lori Kelley</b> | <b>Jacquelyne Pack</b> |
| (502) 264-3484    | (502) 612-9958      | (812) 660-1394    | (502) 719-8604        | 502-719-8618    | (270) 498-1443      | (859) 381-7404     | (270) 349-0103     | (859) 669-6217       | (815) 641-7411     | 859-302-6334       | (606) 331-1075         |
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**\*\*FOR INITIAL OR GENERAL INQUIRIES CALL CUSTOMER SERVICE AT 1-855-300-5528\*\***

### Who Is My Provider Relations Representative if I am located outside of Kentucky?:

| Illinois     | Indiana   | California     | Michigan | Tennessee   | Missouri    | North Carolina | Ohio          | All other states | Florida     | Virginia        |
|--------------|-----------|----------------|----------|-------------|-------------|----------------|---------------|------------------|-------------|-----------------|
| Regina Gullo | Kim Berry | Phillip Kemper | Beth Day | Abbi Wilson | Tanura Moss | Sherry Farris  | JoAnn Marston | JoAnn Marston    | Lori Kelley | Jacquelyne Pack |