

# TIP TUESDAY

Aetna Better Health® of Kentucky

November 19, 2019

## Tip Tuesday Tip # 12

### Did you know?

It is that time of year again; Medicaid Managed Care Open Enrollment runs November 4, 2019 through December 13, 2019.

Aetna Better Health of Kentucky is excited to partner with you to answer any questions. To better serve our members we have added **Bonus Benefits** for 2020:

- Free eyeglasses for adults and children
- Free hearing aids for adults and children
- Free UNITE US Resource access to real time social services
- Free CVS Weight Management Program health coach and more
- Free opioid lockbox for qualifying members
- No limits on Over-the-Counter (OTC) medications with doctor prescription\*

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](http://aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.

Our goal for 2020 is to partner with our providers to reduce administrative burdens. Be watching for additional information on upcoming campaigns.

Member Services - 1-855-300-5528  
Behavioral Health Crisis Hotline - 1-888-604-6106  
Network Relations - 1-855-454-0061



Aetna Better Health® of Kentucky  
9900 Corporate Campus Drive, Suite 1000  
Louisville, KY 40223



PROVIDER NOTICE - Via Fax/Email

Tuesday, November 19, 2019

TO: <<LOCATION FAX>>

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RE: CHECK RUN DATES WEEK OF THANKSGIVING

Dear Aetna Better Health Partners:

Below are the check run dates for the week of Thanksgiving:

- Thanksgiving Week - the weekly check run will be executed on Wednesday, **November 27, 2019**. The checks will be sent/dated **December 3, 2019**.
- There will be no check run on Friday, **November 29, 2019**.

ROUTINE CHECK RUN SCHEDULE WILL RETURN THE FOLLOWING WEEK.

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