

NETWORK NOTICE

Date: June 24, 2020

To: Network Providers

From: Provider Experience

RE: **KHA/Center Care & Credentialing, Frequently Asked Question**

9900 Corporate Campus Drive

Suite 100

Louisville, KY 40223

Earlier this year, Aetna Better Health contracted with a certified Centralized Credentialing Verification Organization (CVO), Kentucky Hospital Association (KHA) and Center Care. KHA/Center Care became responsible for direct credentialing for our network of providers. Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process. Please see below for updates and reminders.

- ❖ Where can I find the forms needed to submit my new providers?
 - ◇ All credentialing forms can be found on the ABHKY website @ <https://www.aetnabetterhealth.com/kentucky>, - “For Providers” – “Join Our Network” – “Credentialing Criteria” – “Credentialing Application”. This are updated as needed, please access this area often to ensure you have the most up to date forms.
- ❖ Where are these forms sent?
 - ◇ The email address and fax number are listed on the front page of each application. The application can be emailed to KYProviderUpdates@Aetna.com or fax to (859) 454-5584. To improve efficiencies in the process, providers should begin using this address immediately. The old email address or fax number will no longer accept applications after July ??, 2020.
- ❖ What do I send to the new email address or fax numbers?
 - ◇ The same information you send today. New provider loads, updates, changes, terms, new locations, or facilities. Any provider information that is related to credentialing, loading or demographic changes.
- ❖ What if I have more than one or two providers?
 - ◇ You can reach out to your Network Manager at <https://www.aetnabetterhealth.com/kentucky/providers/>, for a Provider Roster. This will allow you to submit the information via an Excel file.
- ❖ What effective date will my practitioner be given?
 - ◇ The effective date assigned is the date a completed application was submitted, provided each practitioner has an active Kentucky Medicaid number and the group has an active contract with ABHKY.
- ❖ Who will be required to go through the credentialing verification process?
 - ◇ All individual practitioners and facilities seeking to enroll with Aetna Better Health will be credentialed and re-credentialed through the new CVO.
 - ◇ Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process.

- ❖ Is there a separate contract or agreement needed for the provider?
 - ◇ No, this arrangement does not impact the current provider contract with Aetna Better Health of Kentucky.

- ❖ What are the steps to complete the new credentialing process?
 - ◇ Providers must be an active Kentucky Medicaid provider and have a current and active Medicaid ID.
 - ◇ You should verify that all documents are accurate and current, less than 180 days of age upon submission.

- ❖ How often are providers re-credentialed?
 - ◇ Providers are required to complete re-credentialing every three years (36 months based on their initial credentialing date. A provider must successfully complete recredentialing to remain a participating provider.

- ❖ How do I determine the status of my credentialing application?
 - ◇ Providers can check status with Center Care directly via <https://centercare.com/providers/new-providers/>.

Questions? Contact your Network Relations Manager. Our most current list can be found on our website at: www.aetnabetterhealth.com/kentucky, click on “**For Providers**”, you will find the link titled “**Who is My Network Relations Manager?**”

Network Relations Contact Information & Coverage Areas – updated 5/6/2020

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 of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1 (855) 300-5528 Monday through Friday 7am-7pm.

<p>Region 3 <i>Behavioral Health Providers</i></p> <p>All Regions <i>Community Mental Health Centers</i></p>		<p>Dustin Johnson Network Manager 502-648-6526 Johnsond38@aetna.com</p>
 <p>Region 5, 6, & 7 <i>Behavioral Health Providers</i></p>		<p>Holly Smith Network Relationship Manager 815-641-7411 Smithh3@aetna.com</p>
<p>Baptist Health System</p>		<p>Cristy Sheppard Network Manager 502-263-8420 SheppardC1@aetna.com</p>
 <p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>		<p>Sammie Asher Network Relationship Manager 606-401-1573 Ashers@aetna.com</p>
<p>Regions 1 & 2 <i>Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Daviess, Fulton, Graves, Hancock, Henderson, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</i></p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relationship Manager 502-612-9958 Rlgullo@aetna.com</p>



Region 3A

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

Norton Healthcare System

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

Trista Gibson

Network Manager

606-305-2705

GibsonT1@aetna.com

Region 3B

Jefferson County



Connie Edelen

Network Relationship Manager

502-240-2122

Czedelen@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

Abbi Wilson

Network Manager

270-816-0893

Wilsona8@aetna.com

Region 5A

Anderson, Bourbon, Fayette, Franklin, Garrard, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford



Jennie Handley

Network Manager

513-659-9061

Handleyj@aetna.com



Region 5B

Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle

Becky Bowman

Network Relationship Manager

502-214-0399

BowmanB@aetna.com

Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton



Jacquelyne Pack

Network Manager

606-331-1075

Jmpack@aetna.com

Region 7

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

CHI Saint Joseph Medical Group (Kentucky One)

Providers in the state of Ohio and West Virginia



Region 8

Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Providers in the state of Virginia

Krystal Risner

Network Relationship Manager

606-687-0310

Risnerk@aetna.com

Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

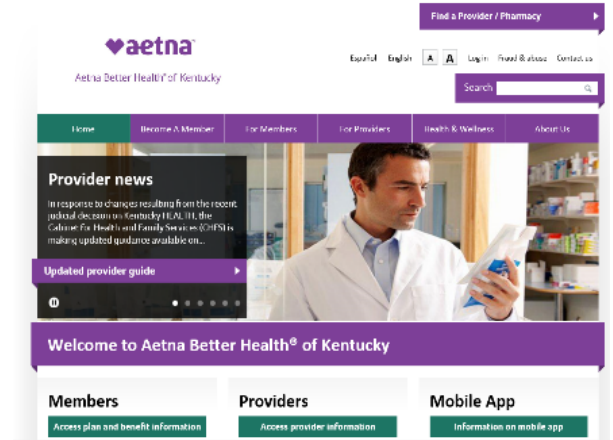
Health Plan Website

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.

Providers can use the website to:

- Access the provider manual
- Access the formulary
- Clinical Guidelines
- Locate frequently used documents
- Register for and access the provider portal
- Access the Secure Provider Portal
- On-line Provider Directory



Visit the Website at: <https://www.aetnabetterhealth.com/kentucky/>

Secure Provider Portal

The Secure Provider Portal is a web-based platform which connects providers with real-time member information anytime. With a secure log on, providers can perform many functions within the web-based platform. The following information can be obtained from the Secure Provider Portal: Access the Portal :

<https://www.aetnabetterhealth.com/kentucky/providers/portal>



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