



**Aetna Better Health<sup>®</sup>  
of Kentucky**

# PROVIDER NEWSLETTER

4th Quarter 2025



## INSIDE THIS ISSUE

- News and Updates
- Access and Availability
- HEDIS® Toolkit
- Appeals and Grievances
- Prior Authorization contacts
- Care Management
- Support Services
- SKY - Supporting Kentucky's Youth
- Training Resources

## It's ALL ABOUT YOU!!!!

At ABHKY, we're committed to keeping you informed with the right information at the right time—tailored to your needs.

To help us serve you better, please take a moment to review and update the contact information for yourself and your organization by clicking the link below.

Thank you for helping us stay connected!

CLICK HERE

## QUESTIONS??? We've Got Your Back

Our Network Relations  
help center is always available at  
1-855-300-5528 (TTY: 711).

To ensure continued access to care and compliance with regulatory standards, it is essential that all provider terms are submitted to the health plan in a timely manner. Timely updates help us maintain accurate provider directories and ensure network adequacy for our members.

Please submit all provider terms to [KYProviderUpdates@aetna.com](mailto:KYProviderUpdates@aetna.com) using our [Provider Change or Update Form \(Form 100121\)](#).

Thank you for your partnership in supporting quality care and access for our members.



**As our Network Relations Department resumes in-field operations, we encourage you to use the contact options below to ensure timely resolution of your inquiries.**

### Aetna Better Health of Kentucky Online Resources

#### Provider Website:

- Manuals, quick links, and more  
[aetnabetterhealth.com/kentucky/providers](https://aetnabetterhealth.com/kentucky/providers)

#### Availity Portal:

- Real-time enrollment, claims, eligibility, prior authorizations, grievances, and appeals  
[apps.availity.com](https://apps.availity.com)

#### ECHO Health:

- EFT/ERA setup  
[enrollments.echohealthinc.com](https://enrollments.echohealthinc.com)

#### Credentialing & Updates

- Email for applications, updates, terminations:  
[KYProviderUpdates@aetna.com](mailto:KYProviderUpdates@aetna.com)

#### Contact Us Web Form

- Use for: Demographic changes, provider adds/terms, W-9s, etc.  
[Contact Us for Providers | Aetna Medicaid Kentucky](#)  
You will receive a confirmation email + case number within 48 hours

## Phone Support

- Call: 1-855-300-5528
  - Press \* for Healthcare Provider
  - Choose: Claims, Appeals, Eligibility, Authorizations, or More Options
  - “More Options” includes: Fraud, Pharmacy Help Desk, Provider Services

# KENTUCKY HEALTH ALLIANCE FACILITY CREDENTIALING FORM UPDATE

There is a new facility enrollment application (**Version 2, DMS Approved: March 1, 2025**), which is loaded on our website.

The old facility enrollment application will NOT be accepted after 11/30/2025.

## KHA FACILITY CREDENTIALING APPLICATION

# ACCESS AND AVAILABILITY

The following access and availability standards must be provided by all our participating providers.

## PRIMARY CARE PHYSICIANS

Routine Care	Within 30 Days
Urgent Care	Within 48 Hours
Non-Urgent	Within 72 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## PEDIATRICS

Urgent Care	Within 48 Hours
Sick Care	Within 30 Days
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## SPECIALIST

Routine Care	Within 30 Days
Urgent Care	Within 48 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## ONCOLOGY

Next Available Appointment	Within 30 Days
Urgent Care	Within 48 Hours
Return After-Hours Calls	Within 30 Minutes
Emergency Care	Same Day
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## OBGYN

Routine or Next Available Appointment	Within 30 Days
Urgent Care	Within 48 Hours
Initial Prenatal Visit for Pregnant Women in First Trimester	Within 14 Days
Initial Prenatal Visit for Pregnant Women in Second Trimester	Within 7 Days
Initial Prenatal Visit for Pregnant Women in Third Trimester	Within 3 Days
Initial Prenatal Visit for Pregnant Women with High-Risk Pregnancies	Within 3 Days
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## BEHAVIORAL HEALTH

Urgent Care	Within 48 Hours
Non-Life-Threatening Psychiatric Emergency	Within 6 Hours
inpatient Follow-Up	Within 7 Days
Initial Routine Care	Within 10 Business Days
Routine Care Follow-Up	Within 30 Days
Missed Inpatient Appointment Follow-Up	Within 24 Hours
After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## ALL

Urgent Care	Within 48 Hours
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## GENERAL DENTIST SERVICES

Regular Care	Within 3 Weeks
Urgent Care	Within 48 Hours

## GENERAL VISION, LAB AND X-RAY SERVICES

Regular Care	Within 30 Days
Urgent Care	Within 48 Hours

### Twenty-Four (24) Hour Access to Care

Providers are required to ensure access to care is provided **24 hours a day, 7 days a week**. Providers are required to arrange and maintain after-hours on-call coverage with participating providers. This involvement ensures the overall quality and continuity of care for the members.

Network Relations randomly selects and surveys providers after their normal business hours to monitor compliance. Providers who do not meet the criteria for after-hours access will be contacted by Network Relations. Continued non-compliance will result in formal corrective action.

### Management of After-Hours Access to Services

Provider after-hours on-call services: As stated above, providers are required to provide and maintain after-hours **on-call coverage** with participating providers **24 hours a day, 7 days a week**. Calls must be returned to a member within a maximum of thirty (30) minutes.

### Aetna Better Health 24-hour nurse line: 1-855-620-3924

The Aetna Better Health 24-hour nurse line is available to all members to assist with questions regarding medical concerns. The 24-hour nurse line will assist members in obtaining emergency services.

Aetna-1885

# HEDIS TOOLKIT

Helping you to close your gaps in care.

## What is HEDIS®?

Healthcare Effectiveness Data and Information Set

We use HEDIS scores to measure our performance, determine quality initiatives and provide educational programs for you and for our members. You can use HEDIS scores to monitor your patients' health, identify developing issues and prevent further complications.

### What is HEDIS® used for

The National Committee for Quality Assurance (NCQA) coordinates HEDIS testing and score keeping. HEDIS® includes more than 90 measures across 6 domains of care:

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Health Plan Descriptive Information

- Measures Reported Using Electronic Clinical Data Systems

### Options for Submitting Supplemental Data

- Secure Provider Web Portal / Availity
- Fax: 855-415-1215
- Mail: Aetna Better Health of Kentucky 9900  
Corporate Campus Dr Ste 1000  
Louisville, KY 40223
- Email: send securely to  
[KentuckyAetnaBetterHealth\\_HedisFax@aetna.com](mailto:KentuckyAetnaBetterHealth_HedisFax@aetna.com)

Click below for best practice and easiest way to close gaps in care, please use NCQA approved claims coding found in your HEDIS toolkit measure sheets.

**HEDIS® Measurement Year 1 2026 HEDIS® Toolkit**

## Don't Forget....

You can stay up to date on the latest provider news and helpful info.

<https://www.aetnabetterhealth.com/kentucky/providers/newsletters.html>



## Appeal and Grievance

REMINDERS

**Where to send Claims Correspondence and requests for Appeal and Grievance.**

## **Claim Resubmissions for Correction or Reconsideration**

Resubmission of a corrected claim or resubmission of a claim with the missing documentation to meet clean claim criteria. If you are mailing hard copy claims or claim resubmissions for reconsideration, please direct those to:

**Aetna Better Health of Kentucky**  
**Attn: Corrected Claims**  
PO Box 982969  
El Paso, TX 79998-2969

Claim resubmissions for correction or reconsideration should be clearly marked on the envelope and the first page of the request.

### **Appeals and Grievances**

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit appeals through the Availity provider portal using the direct application:

<https://apps.availity.com/availity/web/public.elegant.login>

or you may submit by fax to: **855-454-5585**.

If you prefer to mail hard copy requests for appeal, complaint or grievance, they must be sent to

**Aetna Better Health of Kentucky**  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

## **ADDITIONAL A&G REMINDERS:**

### **Separate Request for Each Member**

- Providers must submit an individual appeal or grievance for each member.

### **Use the Correct Form**

- Appeal and Grievance forms are available and should be used for each request.

### **Clearly State the Request and Reason**

- Include a detailed explanation of the dispute and the reasoning behind it.

### **Include Claim Numbers**

- List all claim numbers that need attention for the member.

### **Attach Medical Records if Needed**

- If medical records are required for review, they must be included with the request.

### **Provide Contact Information**

- Include:
  - Contact person's name
  - Phone number
  - Address for decision letter (if different from provider's address)





## PRIOR AUTHORIZATION REMINDERS AND CONTACT INFORMATION

Aetna Better Health of Kentucky requires PA for some outpatient care, as well as for planned hospital admissions. PA is not needed for emergency care. A current list of the services that require authorizations is available on ProPAT, our online prior authorization search tool.

### Services Requiring Prior Authorization:

- Inpatient admissions/services require authorization.
- Residential Substance Use Disorder treatment services.
- All non-behavioral health home-based services
- DME, Medical Supplies, Prosthetics & Orthotics billed greater than \$500
- **All DME rentals**
- Metabolic Foods
- All Enteral Feeds
- Transplant services (including evaluation)
- Dental Anesthesia (in an outpatient facility or mobile anesthesia in an office setting)
- Vision Anesthesia and facility charges
- Hospice services
- Air Ambulance (excluding Rotary wing billed with an SH modifier).
- Chiropractic services after 26<sup>th</sup> visit
- In Home sleep studies
- Non-Diabetic routine foot care

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### Medical

Phone: 1-888-725-4969  
Fax: 1-855-454-5579

**SKY Medical:** 1-833-689-1422

**SKY Concurrent Review:**1-833-689-1423  
**SKY Behavioral Health:**1-833-689-1424

### Behavioral Health

Phone: 1-855-300-5528  
Fax: 1-855-301-1564

**Psychological Testing:** 1-844-885-0699

### Pharmacy: MedImpact

Phone: 1-844-336-2676  
Fax: 1-858-357-2412

### Retro Review

Phone: 1-888-470-0550, Opt. 8  
Fax: 1-855-336-6054

### Concurrent Review Inpatient Medical Requests -

Fax: 1-855-454-5043  
Phone: 888-470-0550  
*Submission also available through  
Availity*

**Vision (Avesis)**  
1-855-214-6777

**Dental (Skygen)**  
1-855-454-0061

**Radiology/Pain Management (eviCore)**  
1-888-693-3211



# What is Care Management

## Unmatched Support

The Integrated Care Management (ICM) Program is to coordinate and facilitate care and services for our members through seamless delivery of a high quality, person-centered approach.

## The focus of ICM

To support members in achieving improved overall health and wellness by:

- Address biopsychosocial needs of our members
- Collaborating with members to develop individualized care plans that address their medical, social, emotional, and cultural needs
- Providing education and resources for managing chronic and complex health conditions
- Assisting with navigation of the health care system and serving as a central point of contact between providers, members, and their families
- Empowering members through education, advocacy, and coordinated care to enhance quality of life and health outcomes
- Addressing social determinants of health (SDoH) and cultural barriers in tandem with acute and chronic health conditions

## You're Not Alone in Caring for Your Patients

As a provider, your dedication to your patient is invaluable—and you don't have to do it alone. Our Care Management team is here to partner with you and your staff to ensure each member receives the highest level of support. Together, we can address not only medical needs, but also the social, emotional, and cultural factors that impact health and wellness.

## Care Management Benefits and Services

Members identified with special health care needs or complex medical conditions are eligible to participate in ABHKY Care Management program. Our team of specially trained nurses and behavioral health professionals offers an added layer of support - providing personalized education, coordinating care, and connecting members with the resources they need to manage their health more effectively.

Some of the conditions that our case managers can assist with are:

- Asthma
- Co-morbid conditions
- Catastrophic illness or injury
- Mental Health diagnosis
- CHF (Congestive Heart Failure)
- Diabetes
- Chronic Kidney Disease
- Transition of Care
- COPD (Chronic Obstructive Pulmonary Disease)
- Substance Use Disorder

In addition to helping members with special medical needs, we also have programs for:

- High-risk pregnancy.
- Pregnant women affected by substance abuse and their babies after delivery

- Behavioral Health Program
- Compassionate Care Program
- Transplant
- NICU-babies needing Neonatal intensive care after delivery
- Re-entry program - Currently Start Strong (Support individuals transitioning back into the community after incarceration.
- Guardian Angel Program (members identified as a result of an emergency room visit due to an opioid overdose)
- Lock-in (members identified due to over-utilization of provider, pharmacy or non-emergent services provided in an emergent setting)
- PPEC- Prescribed Pediatric Extended Care (Medical Day Care for Children)

## SKY Interventions

All SKY members are enrolled in Care Management which assists in directing them to the multitude of available special programs such as:

- LACES - for members identified as deaf or hard of hearing offering supports to help improve members language acquisition and communication.
- Behavioral Health Discharge Program - Aetna has worked with the child/adolescent psychiatric hospitals to identify a single point of contact for in each of the facilities to streamline communications regarding transition of care planning.
- Psychotropic Polypharmacy Initiative
- Child & Adolescent Nutrition & Wellness
- Behavioral Health Liaison
- High Fidelity Wrap Around services
- Peer Support Services
- Coordinated care, including physical, behavioral, dental and social services
- 24/7 Nurse Hotline
- 24/7 Behavioral Health Hotlines
- Aetna Better Care Rewards Incentives require NO action on behalf of the member to receive these benefits. Aetna will automatically send the gift cards following doctor's appointments.
  - \$20 for Follow-Up Visit with Mental Health Practitioner
  - \$25 HRA Incentive
  - \$25 for completion of HPV vaccine series before 13<sup>th</sup> birthday
  - \$25 for completion of two infant flu vaccines
  - \$50 for completion of six well child visits before age 15 months
- Training and Education – Various trainings offered and given to providers, members, families and other stakeholders. Please visit our training calendar for more details. CEU's and foster parent credits available when applicable.

## How reach the ABHKY CM Team:

Contact Medicaid Member Services at **1-800-635-2570** and simply ask for Care Management or email: **CCofKYCaseMGMT@aetna.com**



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# Bringing Support

with Community Health Workers, Integrated Care Management and Shared Decision Making

## Community Health Workers

Aetna Better Health of Kentucky employs Community Health Workers (CHWs). Our CHWs are members of the community who serve as a bridge between the member and the healthcare system through outreach and education. Their role is meant to facilitate access to services and improve the quality and cultural competence of service delivery.

For questions about how to access Aetna CHW services email us at [PHM\\_ABHKY@aetna.com](mailto:PHM_ABHKY@aetna.com).

## Integrated Care Management

If you have patients that need care management or if you have any questions about these services, call Member Services at 1-855-300-5528, Monday through Friday 7 AM to 7 PM Eastern time and ask to speak to Care Management.

## Shared Decision Making (SDM)

SDM is not about information but conversations, not about empowerment or choice, but to respond well to patient problems. Shared decision-making aids are communication tools used as a way for providers and patients to make informed health care decisions based on what is important to the patient. They do not replace

physician guidance but are intended to help complement the discussions between patients and physicians on treatment decisions.

Purpose: To create care that best responds medically, practically, emotionally, and existentially to each patient's problems

- Personalize care with person centered care conversations
- Develop a partnership based on empathy, exchanging information about the available options,
- Deliberate while considering the potential consequences of each one,
- Make a decision by consensus

**Below are evidence-based aids from Mayo Clinic Shared Decision Making National Resource Center that provide information about treatment options, lifestyle changes, and outcomes that can be used during a clinical encounter.**

- [Mayo Clinic | Care that fits](#)
- [Statin Choice | Mayo Clinic](#)
- [Depression Medication Choice | Mayo Clinic](#)
- [Cardiovascular Primary Prevention Choice | Mayo Clinic](#)
- [My Life My Healthcare Toolkit and Conversation Guide](#)



# SKY

## Supporting Kentucky's Youth

SKY members receive their coverage and extra benefits through Aetna Better Health of Kentucky. Our care management team includes nurses and social workers. We'll work with health care providers, agencies and others to get your child the services they need. We can help make appointments and discuss your child's care with their doctor. We can also help families find their way and make it easier to get the resources they need.

The SKY program serves children:

- In foster care, adopted from foster care or formerly in foster care
- Placed with fictive kin (person not related by blood but who has a meaningful and positive relationship with a child)
- Dually committed to the Department for Community Based Services (DCBS) and the Department of Juvenile Justice (DJJ)
- DJJ youth eligible for Medicaid

We directly support members, foster parents, adoptive caregivers, community partners and workers from DCBS and DJJ.

DCBS approves eligibility for the SKY program. Not sure if you're eligible? Just call your local DCBS office at 1-855-306-8959. You can also find out if you qualify for programs like Medicaid or the Kentucky Children's Health Insurance Program (KCHIP).

Just visit the

**[Assistance and Support Programs for Kentuckians website.](#)**

## Trainings to support our Providers



The Aetna® provider network is designed to support the complex needs of SKY members beyond traditional facilities, clinics and providers.

It also includes community advocates, peer support, specialty pharmacies and family/caregivers. Our network of hospitals and specialists, including both physical and behavioral health providers, serves as the foundation to meet the needs of SKY members.

We offer **special trainings** to providers serving SKY members. We'll help you understand how to serve our members receiving adoption assistance or Involved with the Department of Juvenile Justice. These training are also available upon request to any network provider.

Please reach out to Michelle Marrs, [marrsm@aetna.com](mailto:marrsm@aetna.com) for additional SKY information or to schedule trainings for your individual group or practice.

For additional information on SKY, please visit:

<https://www.aetnabetterhealth.com/kentucky/supporting-kentucky-youth.html>

### Welcome to SKY for Providers -

- This training includes a high level overview of the SKY program and how provider collaboration is key to making systematic change in the foster care system.

*2nd Thursday each month 11am to 12pm EST*

### New Provider Orientation, includes SKY -

- This training is for all new providers. It will include an overview of billing, claims processing, prior



Visit our News and Events page

authorizations and more. It also includes the Sky overview piece.

3rd Thursday each month 10:30am to 12pm EST

for registrations and links to Join.

News and Events



“All young people, regardless of what they look like, which religion they follow, who they love, or the gender they identify with, deserve the chance to dream and grow in a loving, permanent home.”

— President Obama, National Foster Care Month 2015 Presidential Proclamation

Learn More About SKY



CONNECT WITH US  
AND JOIN THE CONVERSATION



### Don't Forget

Send any Provider Directory Updates to [kyproviderupdates@aetna.com](mailto:kyproviderupdates@aetna.com)

- NEW OFFICE ADDRESS
- NEW OFFICE PHONE NUMBER
- CHANGES IN PANEL INFORMATION

We rely on your communication of changes to keep our directory updated.



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