


# NETWORK NOTICE

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| <br>Aetna Better Health of Kentucky<br>9900 Corporate Campus Drive<br>Suite 100<br>Louisville, KY 40223 | <b>Date:</b>   | 6/15/2021                               |
|  | <b>To</b>      | All Network Providers                   |
|  | <b>From</b>    | Provider Experience                     |
|  | <b>Subject</b> | <b>Summer Webinar Series - Availity</b> |



## **Too hot to go outside? Cool off with one of our free training events. Exclusively for ABHKY In Network Providers.**

As the days get longer and summer vacations begin, Availity knows that having quality time to spend with friends and family is key to a balanced life. To ensure you don't spend a lot of unnecessary time searching alone for all our Availity time-saving tips, we've designed a series of free webinars to help give you back time in your day.

### **What's on the menu?**

- **Setting Up Your Account and Finding Help and Training for Aetna Better Health and Mercy Care**  
A one-hour webinar perfect for new Availity users or Availity administrators. Highlights include where to find help and training and reviewing key tasks of the Administrator, such as setting up Express Entry.
- **Navigating Availity's Eligibility & Benefits and Claim Status for Aetna Better Health and Mercy Care**  
A 45-minute webinar where we share all our tips for getting the best results out of Availity's Eligibility & Benefits app. We can show you how to navigate those results using Aetna Better Health examples and check the status of Aetna Better Health claims.
- **Authorization and Follow-up Training for Aetna Better Health and Mercy Care Providers**  
A one-hour webinar where we demonstrate how to submit authorizations (with or without attachments), navigate the Auth/Referral Dashboard, and submit an auth inquiry to follow-up on the status of authorizations not submitted on Availity Portal or that were submitted by another provider or organization

### **We're looking forward to seeing you**

To accommodate your busy summer schedules, we're offering multiple date and time options for each session. And bonus—to ensure all your questions are answered, all webinars are hosted by Availity and Aetna Better Health representatives. Spaces is limited –grab you spot today.

CTA: Sign me up

**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](mailto: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.

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## 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.

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

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|   | <p>Supporting Kentucky Youth - Statewide</p> <p>Region 3<br/>Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>  | <p><b>Dustin Johnson SKY</b><br/>Network Manager<br/>502-648-6526<br/><a href="mailto:Johnsod38@Aetna.com">Johnsod38@Aetna.com</a></p> |
| <p>Behavioral Health Providers</p> <p>Region 5<br/>Region 6<br/>Region 7<br/>Region 8</p> |  | <p><b>Holly Smith</b><br/>Network Relations Manager<br/>815-641-7411<br/><a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>  |
|   | <p>Association of Primary Care Physicians (APCP)<br/>Community Health Partners<br/>Cooperative Care Network<br/>Ephraim McDowell<br/>Kentucky Primary Care Association (KPCA)<br/>The Physicians Network (TPN)</p> | <p><b>Sammie Asher</b><br/>Network Relations Manager<br/>606-401-1573<br/><a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>   |

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| <p>Baptist Health System<br/> King's Daughters Medical System<br/> LifePoint Health System<br/> Norton Healthcare System<br/> St. Claire Medical Center<br/> University of Kentucky System<br/> University of Louisville System</p>  |    | <p>Trista Gibson<br/> Network Manager<br/> 606-305-2705<br/> <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>                          |
|  <p>Supporting Kentucky Youth, SKY Liaison<br/> Statewide</p>   |  | <p>Michelle Marrs<br/> Network Relations<br/> Manager, SKY Liaison<br/> 859-221-4737<br/> <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a></p> |
| <p>Regions 1<br/> Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,<br/> Graves, Hickman, Livingston, Lyon, McCracken Regions 2<br/> Christian, Daviess, Hancock, Henderson, Hopkins, McLean,<br/> Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>   |   | <p>Gina Gullo<br/> Network Relations Manager<br/> 502-612-9958<br/> <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>                     |
|  <p>Region 3<br/> Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,<br/> Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer,<br/> Trimble, Washington</p>   |  | <p>Connie Edelen<br/> Network Relations Manager<br/> 502-240-2122<br/> <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>                |
| <p>Region 4<br/> Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green,<br/> Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson,<br/> Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>   |  | <p>Abbi Wilson Network<br/> Manager 270-816-<br/> 0893<br/> <a href="mailto:Wilsona8@Aetna.com">Wilsona8@Aetna.com</a></p>                           |
|  <p>Region 5<br/> Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard,<br/> Harrison, Jackson, Jessamine, Lincoln, Madison,<br/> Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott,<br/> Woodford</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</p> |  | <p>Becky Bowman<br/> Network Relations Manager<br/> 502-214-0399<br/> <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>                   |



**Region 6**  
 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton, CHI Saint  
 Joseph Medical Group (Kentucky One) Providers in the state  
 of Ohio and West Virginia

**Jacquylne Pack**  
 Network Manager  
 606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@Aetna.com)

**Region 8**  
 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel,  
 Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike,  
 Whitley, Wolfe  
**Region 7**  
 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence,  
 Lewis, Mason, Menifee, Morgan, Robertson, Rowan  
 Providers in the state of Virginia



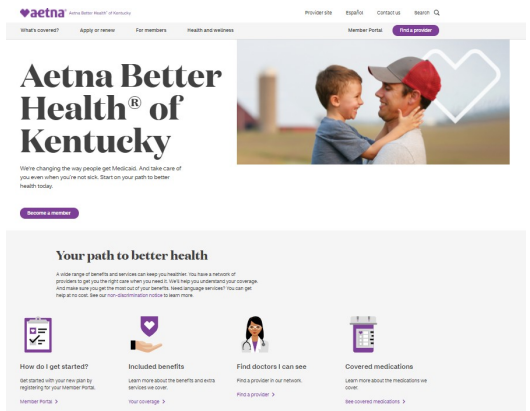
**Krystal Risner**  
 Network Manager  
 606-687-0310  
[Risnerk@Aetna.com](mailto:Risnerk@Aetna.com)

## 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



Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.AetnaBetterHealth.com/Kentucky)

