


# NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date</b>	8/27/2021
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Experience
	<b>Subject</b>	Provider Survey (IPRO) Starting Soon
	<b>Document number</b>	Aetna-769

Aetna Better Health of Kentucky values the feedback we receive from our providers. Your input lets us know how we are doing and where we have opportunities to improve our performance.

Starting next week, selected providers will begin receiving the provider survey from IPRO, Medicaid Compliance Audit Services.

We are asking that you take a few minutes to complete and return the survey. Your participation in the survey is completely voluntary. The survey is anonymous, and your responses will be kept confidential. If you have questions, please contact your Network Manager.

## Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.







## 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.

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 days 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.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

<p>Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.</p>		
<p>Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: <a href="mailto:KyProviderUpdates@aetna.com">KyProviderUpdates@aetna.com</a></p>		
<p>General forms, ERA enrollments, or general questions can be sent to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a></p>		
<p>Supporting Kentucky Youth, SKY Liaison Statewide</p>		<p><b>Michelle MARRS</b>          Network Relations Manager, SKY Liaison          859-221-4737  <a href="mailto:MARRSM@Aetna.com">MARRSM@Aetna.com</a></p>
	<p>Supporting Kentucky Youth - Statewide          Behavioral Health Providers          Region 3          All Regions - Community Mental Health Centers</p>	<p><b>Dustin JOHNSON</b>          SKY Network Manager          502-648-6526  <a href="mailto:JOHNSOND38@Aetna.com">JOHNSOND38@Aetna.com</a></p>
<p>Behavioral Health Providers          Region 5          Region 6          Region 7          Region 8</p>		<p><b>Holly SMITH</b>          Network Relations Manager          815-641-7411  <a href="mailto:SMITHH3@Aetna.com">SMITHH3@Aetna.com</a></p>
	<p>Association of Primary Care Physicians          Community of Health Partners          Cooperative Care Network          Ephraim McDowell          Kentucky Primary Care Association          The Physicians Network</p>	<p><b>Becky MARCUM</b>          Network Relations Manager          (606) 350-0579  <a href="mailto:MARCUMR@Aetna.com">MARCUMR@Aetna.com</a></p>

<p>Baptist Health System  King's Daughters Medical System  LifePoint Health System  Norton Healthcare System  St. Claire Medical Center  University of Kentucky System  University of Louisville System</p>		<p>Trista Gibson  Network Manager  606-305-2705  <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
<p>Region 1  Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,  Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 2  Christian, Daviess, Hancock, Henderson, Hopkins, McLean,  Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo  Network Relations Manager  502-612-9958  <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3  Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,  Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,  Spencer, Trimble, Washington</p>		<p>Connie Edelen  Network Relations Manager  502-240-2122  <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4  Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland,  Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe,  Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>		<p>Sammie Asher  Network Relations Manager  606-401-1573  <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>
 <p>Region 5  Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin,  Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison,  Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle,  Scott, Woodford</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</p>		<p>Becky Bowman  Network Relations Manager  502-214-0399  <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>
<p>Region 6  Boone, Campbell, Gallatin, Grant, Kenton, Pendleton  CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack  Network Manager  606-331-1075  <a href="mailto:Jmpack@Aetna.com">Jmpack@Aetna.com</a></p>



Region 7  
 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup,  
 Lawrence, Lewis, Mason, Menifee, Morgan, Robertson,  
 Rowan

Region 8  
 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox,  
 Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan,  
 Owsley, Perry, Pike, Whitley, Wolfe

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](http://AetnaBetterHealth.com/Kentucky)

### Availity

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

### Functionality examples include:

Eligibility and member benefits look up - EFT registration - Claim status look up - Online claim submission

PA submission and look up

Grievance and appeals submission

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

