 Aetna Better Health® of Kentucky Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date:</b>	1/25/2022
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Experience
	<b>Subject</b>	<b>Change - Claims processing for Respiratory Panels</b>
	<b>Document ID</b>	Aetna - 866

**Effective 2/23/2022** Aetna Better Health of Kentucky will change the way the following CPT codes will be processed for Respiratory Panels.

- 87632, 87633, 0202U, 0223U, 0225U

For the codes listed above edits will be implemented based on the following criteria:

Claims for Respiratory Panels will require an appropriate ICD-10 diagnosis code(s)  
ICD 10 codes: B97.29 and U07.1

**PLEASE NOTE: THIS NEW PROCESS MAY RESULT IN A CHANGE IN HOW YOUR PRACTICE IS REIMBURSED FOR THESE SERVICES.**

### Questions?

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








## 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. 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.

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.		
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>		
General forms, ERA enrollments, or general questions can be sent to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a>		
Supporting Kentucky Youth, SKY Liaison Statewide		<p><b>Michelle Marris</b>  Network Relations  Manager, SKY Liaison  859-221-4737  <a href="mailto:MarrisM@Aetna.com">MarrisM@Aetna.com</a></p>
	<p>Supporting Kentucky Youth - Statewide</p> <p>Behavioral Health Providers  Region 3  Region 4</p> <p>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</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith 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>Becky Marcum 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>OPEN Please send all inquiries to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@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>OPEN Please send all inquiries to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@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>Please send all inquiries to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a></p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One) <b>Vanderbilt</b></p> <p>Providers in the state of Ohio and West Virginia</p>	 <p>Jacquylne Pack Network Manager 606-331-1075 <a href="mailto:Jmpack@Aetna.com">Jmpack@Aetna.com</a></p>
 <p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network Manager 606-687-0310 <a href="mailto:Risnerk@Aetna.com">Risnerk@Aetna.com</a></p>

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>

