



Aetna Better Health®
of Kentucky

NETWORK NOTICE

Date:	June 3, 2025
To:	All Network Providers
From:	Provider Experience
Subject:	Clarifying Notice: Prior Authorization Requirement for TCM Services

Provider Notification

This notice is to clarify upcoming changes related to Targeted Case Management (TCM) services.

Effective **July 1, 2025**, **prior authorization will be required** for all individuals receiving TCM services. This requirement applies to any claim representing a **new month of service** (whether on a rolling or calendar month) **beginning on or after July 1, 2025**.

Please note that prior authorization requirements will resume for all other services on June 25, 2025. Please see our previously published network notice here:

[Prior Authorization Resumes for Select Behavioral Health Services](#)

Training & Support:

To support our providers through this process, ABHKY will host provider training opportunities, during Virtual Office Hours (VOH), on the prior authorization process both before and after the June 25, 2025 effective date.

Virtual Office Hours Schedule & Registration Links:

- June 04, 2025 @ 10:00am est. - [Prior Authorization & Utilization Management Review](#)
- June 11, 2025 @ 10:00am est. - [Understanding Upcoming Prior Authorization \(PA\) Requirements](#)
- June 18, 2025 @ 10:00am est. - [Prior Authorization & Utilization Management Review](#)
- June 25, 2025 @ 10:00am est. - [Understanding Upcoming Prior Authorization \(PA\) Requirements](#)
- July 02, 2025 @ 10:00am est. - [Prior Authorization & Utilization Management Review](#)
- July 09, 2025 @ 10:00am est. - [Understanding Upcoming Prior Authorization \(PA\) Requirements](#)
- July 16, 2025 @ 10:00am est. - [Prior Authorization & Utilization Management Review](#)
- July 23, 2025 @ 10:00am est. - [Understanding Upcoming Prior Authorization \(PA\) Requirements](#)

For additional information and to review all related policies and information, please visit our website here: <https://www.aetnabetterhealth.com/kentucky/providers/newsletters.html>

If you have any questions or need further assistance, please contact your Network Manager.

Thank you for your continued partnership and commitment to delivering high-quality care.



Questions?

Take advantage of our [CONTACT US WEB FORM](https://www.aetnabetterhealth.com/kentucky/providers/contact-us.html). This form allows you to share the right information from the start, so you don't have to spend valuable time tracking down the help you need. As an added benefit for us both, we have ensured that any request or inquiry made through this form is routed to the appropriate department.

To access the form visit:

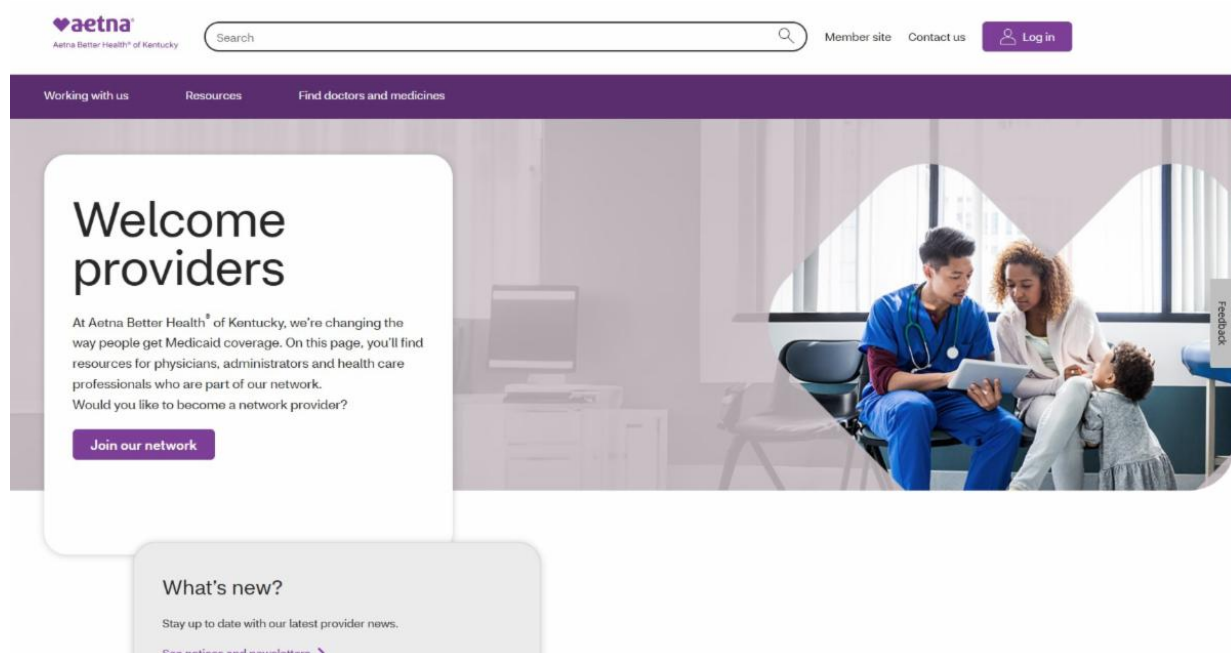
<https://www.aetnabetterhealth.com/kentucky/providers/contact-us.html>

or call Provider Services at **1-855-300-5528**

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)



As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for Aetna Better Health of Kentucky Members.



Visit us at [Aetna Better Health of Kentucky](#) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive Suite 1000 | Louisville , KY
40223 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!