

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



August 26, 2025

Aetna Better Health® of Kentucky

Dental Vendor Transition to Skygen

Dear Provider,

We are writing to inform you of an upcoming change to the dental services administration for Aetna Better Health of Kentucky (ABH). Effective **October 1, 2025**, **Skygen** will become the new dental vendor, replacing **Avesis**.

This transition is part of our ongoing commitment to improving service delivery and operational efficiency for our members and provider partners.

Key Information:

- **Vendor Transition:** The health plan is sunsetting its relationship with Avesis and implementing Skygen as the new dental vendor.
- **Continuity of Care:** A 90-day continuity of care period will be in place following the go-live date. During this time, members may continue to see their current dental providers, even if those providers are not yet contracted with Skygen.
- **Network Recruitment:** If you are not yet contracted with Skygen and wish to continue serving ABH KY Medicaid members, please contact Skygen Network Development at 800-508-6965 or networkdevelopment@skygenusa.com.
- **Claims Submission and Runout:** Reference the chart below for important filing deadlines.

Important Filing Deadlines	Days to File	Runout Date
Provider to file a claim	365 calendar days from the date of service	09/30/2026
Provider to file a corrected claim	24 months from the last explanation of benefits date	09/30/2028
Retro-eligibility timeframe for claim adjustments	365 calendar days	09/30/2026
Provider to appeal a claim	60 calendar days from the last explanation of benefits date	11/29/2028

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If you have questions or need help, please contact Member Services at 1-855-300-5528 (TTY: 711).

Sincerely,

Aetna Better Health of Kentucky