



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

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| Date: | May 2, 2024 |
| To: | All Network Providers |
| From: | Provider Experience |
| Subject: | Recoupment Time moving to 30 days |
| Document ID | Aetna-1773 |

Our partnership with you is important. That is why we are happy to tell you about some important changes we are implementing this quarter. **Effective June 2, 2024** ABH will update the recoupment policy for overpayments paid to providers.

The purpose of this notice is to outline date spans used to recover overpayments made to providers.

Overpayment means unearned compensation of any and all funds administered to providers.

Provider means a facility, hospital, doctor, or other health care professional that has been credentialed and contracts with our client to provide services.

Upon identification of an overpayment made to a Provider, ABHKY will review and confirm the overpayment. A Recovery letter and a spreadsheet of the claims to be recouped, is sent to the provider.

Providers shall have the option to submit a full refund of the overpayment amount, or contact the Network Relations department concerning questions, or dispute the finding in a written letter.

The Provider's dispute letter will allow **thirty (30) calendar days** from the postmark date or electronic delivery date of the overpayment recovery letter. All disputes received timely will be reviewed within **thirty (30) calendar days** of receipt and recoupments will be placed on hold until the dispute is resolved.

Refunds may be made by check or by recoupment from future payments owed to the Provider. In the event the Provider does not refund the overpayment or file a written request for a payment plan within thirty (30) calendar days or file a written dispute within thirty (30) calendar days of receipt of the letter, the overpayment will be automatically offset against future claims payments beginning on calendar day thirty-one (31).



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

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

NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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: KyProviderUpdates@aetna.com

General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com



Gina Gullo
Sr. Network Manager
502-612-9958
Rigullo@Aetna.com

*All provider types
(excluding Behavioral Health)

Region 1
Ballard, Caldwell, Calloway,



Becky Bowman
Network Manager
502-322-2699
BowmanB@Aetna.com

*Ancillary Providers **ONLY** (Excluding
BH, Hospital and PCP)

Region 3



Trista Gibson
Sr. Network Manager
606-305-2705
GibsonT1@Aetna.com

*Hospital Systems & PCP **ONLY**

Region 3
Breckinridge, Bullitt, Carroll,
Grayson, Hardin, Henry, Jefferson,

Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken

Region 2

Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster

ALL Providers in the state of Indiana (excluding Behavioral Health)

Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

Region 5

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford

Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

Region 5

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford

Including:

- University of Louisville
- Norton
- Ephraim McDowell
- University of Kentucky
- Community Health Partner
- Association of Primary Care Physicians
- The Physician Network
- CHI



Andrea Dewitt

Network Manager
270-306-0765
DewittA@aetna.com

*All provider types
(excluding Behavioral Health)

Region 4

Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

ALL Providers in the state of Tennessee (excluding Behavioral Health)



Jennifer Hardin

Network Manager
606-240-0120
HardinJ@Aetna.com

*Ancillary Providers **ONLY**
(Excluding BH, Hospital and PCP)

Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7 - Bath, Boyd, Bracken, Carter, Elliott, 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, Owsley, Perry, Pike, Whitley, Wolfe

Ancillary Providers in the states of **Ohio, Virginia and West Virginia**



Jacquelyne Pack

Sr. Network Manager
606-331-1075
Jmpack@Aetna.com

*Hospital Systems & PCP **ONLY**

Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7 - Bath, Boyd, Bracken, Carter, Elliott, 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, Owsley, Perry, Pike, Whitley, Wolfe

Hospital System and PCP Providers in the states of **Ohio, Virginia and West Virginia**

Including:

- Kentucky Primary Care Association
- St Elizabeth
- Baptist Healthcare
- St. Claire Medical



Holly Smith

Network Manager
Behavioral Health
815-641-7411

Smithh3@Aetna.com

Community Mental Health Centers -
statewide

Behavioral Health Providers

Region 1
Region 2
Region 7
Region 8



Christi Atkinson

Network Manager
Behavioral Health
859-321-0775

AtkinsonC1@aetna.com

Behavioral Health Providers

Region 3
Region 4
Region 5
Region 6



Michelle Marrs

Network Manager
859-221-4737

Marrsm@Aetna.com

SKY, Supporting Kentucky's Youth -
statewide

All other Out of State Providers not
otherwise listed



Dustin Johnson

Provider Experience Manager
502-648-6526

JohnsonD38@Aetna.com

Statewide



Krystal Risner

Supervisor, Network Relations
606-687-0310

Risnerk@Aetna.com



Joann Marston

Ld. Director, Network Management
859-669-6217

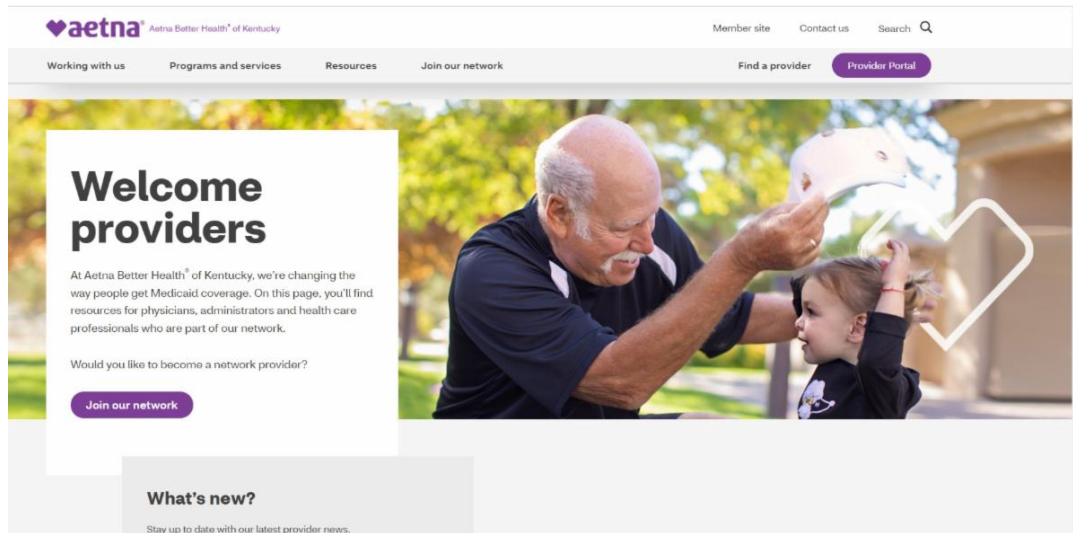
MarstonJ@Aetna.com

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



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 -
- Claim status look up -
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: AVAILITY



Visit us at [Aetna Better Health of Kentucky](https://AetnaBetterHealth.com/Kentucky) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)



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