



Aetna Better Health® of Kentucky



TIP Tuesday



We here at Aetna Better Health value your partnership and welcome the opportunity to learn from you and hear your feedback as professionals who have long-standing expertise in service to communities.

The bottom line is - - - We are here to support you. We hope to provide value and guidance in the navigation of the Medicaid system. Additionally, we want to -- alongside you-- provide services to our men, women, children, and families to achieve common positive health and wellness goals.

**CAHPS Survey- A
component of HEDIS®**

Member satisfaction survey – A Consumer Assessment of



Healthcare Providers & Systems (CAHPS) Survey is also part of HEDIS®

The CAHPS survey include questions about access to care and care delivery over the last 6 months. Patients' experience with their provider is a main focus in the survey.

Following are a few examples of survey questions:

- When you needed care right away, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- When you talked about starting or stopping a prescription medicine, did a doctor or other healthcare provider ask you what you thought was best for you?
- On a scale of 0-10 where 0 is worst and 10 is best, what number would you use to rate your personal doctor?

OPPORTUNITIES FOR FUTURE IMPROVEMENTS FOR PHYSICIANS (based on scores).

- Ease of Specialist Appointments
- Lack of effective communication
- Shared decision making

TIPS TO ENHANCE YOUR TIME WITH ABHKY MEMBERS

- Be an active listener
- Ask the member to repeat any instructions given in their own words
- Rephrase instructions in simpler terms if needed
- Clarify words that may have multiple meanings to members
- Limit use of medical jargon
- Be aware of situations where there may be cultural or language barriers

Why cultural competency?



- To improve patient health and build healthy communities
- To enhance health care interactions with people of different cultures
- To help promote health equity and eliminate health disparities
- To be aware of your own views about others and how that impacts your engagements with them
- To comply with Federal rules and

A Culturally Competent Provider

Patient satisfaction and positive health outcomes are linked to good communication between members and providers. Each segment of our population requires special sensitivities and strategies to embrace cultural differences. A few indications of a culturally competent provider include:

- Effectively communicate with patients
- Understand their individual concerns
- Ensure patients understand their care plans
- Update written communications and forms demonstrating inclusivity
- Use names and pronouns that a person wants you to use.
- Avoid assumptions about people's sexual orientation.

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.

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***



Michelle Marrs
Network Relations
Manager, SKY Liaison
859-221-4737
MarrsM@Aetna.com

Supporting Kentucky Youth -
Statewide



Dustin Johnson
SKY Network Manager
502-648-6526
Johnsond38@Aetna.com

Supporting Kentucky Youth -
Statewide
Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Holly Smith
Network Relations Manager
815-641-7411
Smithh3@Aetna.com

Behavioral Health Providers
Region 1
Region 2
Region 5
Region 6
Region 7
Region 8



Becky Marcum
Network Relations Manager
606- 350-0579
marcumr@aetna.com

- Association of Primary Care Physicians
- Community of Health Partners
- Cooperative Care Network
- Ephraim McDowell
- Kentucky Primary Care Association
- The Physicians Network



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

- 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



Gina Gullo
Network Relations Manager
502-612-9958
Rlgullo@Aetna.com

Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken

Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster
Providers in the state of
Indiana

OPEN

OPEN



Becky Bowman
Network Relations Manager
502-214-0399
BowmanB@Aetna.com

Please send all inquiries to
KYProviderRelations@aetna.com

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KYProviderRelations@aetna.com

Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

Region 4 - Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford
All other states excluding: IN, OH, TN, VA, & WV

Providers in the state of Tennessee



Jacquelyne Pack
Network Manager
606-331-1075
Jmpack@Aetna.com



Krystal Risner
Network Manager
606-687-0310
Risnerk@Aetna.com

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

- CHI Saint Joseph Medical Group (Kentucky One)
- Vanderbilt

Providers in the state of Ohio and West Virginia

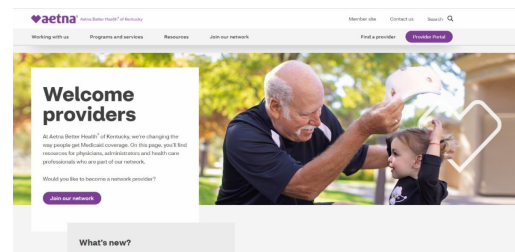
Region 7 - Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

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

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](https://www.aetna.com/better-health/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>

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