



Aetna Better Health<sup>®</sup>  
of Kentucky



## TIP Tuesday



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### Childhood Immunization Status (CIS)

**Measure Description:** The percentage of children who turned 2 years of age during the measurement year and had the following vaccinations, with different dates of service, on or by their second birthday.

- **MMR** - One measles, mumps and rubella vaccine on or between the child's first and second birthday or history of measles, mumps or rubella
- **HepB** - Three hepatitis B or history of hepatitis illness
- **VZV** - One varicella zoster e.g., chicken pox vaccine on or between the child's first and second birthday or history of varicella zoster illness
- **HepA** - One hepatitis A vaccine on or between the child's first and second birthday or history of Hepatitis A illness
- **Influenza** - At least two influenza vaccinations. Vaccines administered prior to 6 months do not count.

One of the two vaccinations can be an LAIV vaccination administered on the child's second birthday. LAIV vaccination administered before the child's second birthday will not count towards the measure.

The following vaccines if administered prior to 42 days after birth do not count:

- **DTaP** - Four diphtheria, tetanus and acellular pertussis vaccines on different dates of service
- **IPV** - Three polio vaccines on different dates of service
- **HiB** - Three haemophilus influenza type B vaccines on different dates of service
- **PCV** - Four pneumococcal conjugate vaccines on different dates of service
- **RV** - Two or three dose rotavirus or at least one dose of the two-dose rotavirus vaccine and at least two doses of the three-dose rotavirus vaccine on different dates of service.

## Strategies for Improvement

- Utilize NCQA coding tips to actively reflect care rendered.
- Outreach parents to schedule their child's vaccination appointments.
- Educate staff to schedule visits within the guideline time frames.
- Administer vaccinations during already scheduled visits.
- At each appointment, review immunization records and encourage the opportunity to catch up on missing immunizations.
- Educate parents on vaccinations, their side effects and perceived links to autism.
- Advise parents on the importance of completing each vaccine series.
- Provide handouts on the diseases that the vaccines prevent

## Documentation Required

For immunization evidence obtained from the medical record, count members where there is evidence that the antigen was rendered from one of the following:

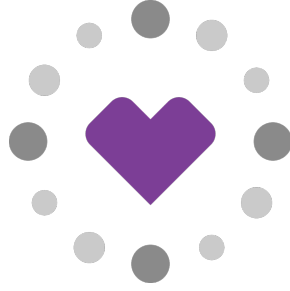
- A note indicating the name of the specific antigen and the date of the immunization.
- A certificate of immunization prepared by an authorized health care provider or agency including the specific dates and types of immunizations administered.

For documented history of illness or a seropositive test result, there must be a note indicating the date of the event, which must have occurred by the member's second birthday.



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**Remember for member ages 6-12 years of age with a prescription for ADHD, they will need ongoing follow-up visits with their prescriber. Per HEDIS guidelines, it is recommended members have at least three follow-up visits within a 10 month period, starting when the ADHD medication was dispensed.**



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## 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.

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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.

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Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: ***KyProviderUpdates@aetna.com***

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



**Michelle Marrs**

Network Relations Manager,



**Dustin Johnson**

Network Relations Manager



**Holly Smith**

Network Relations Manager

SKY Liaison  
859-221-4737

[MarrsM@aetna.com](mailto:MarrsM@aetna.com)

Supporting Kentucky Youth -  
Statewide

502-648-6526  
[Johnsond38@aetna.com](mailto:Johnsond38@aetna.com)

Supporting Kentucky Youth -  
Statewide

Behavioral Health Providers  
Region 3  
Region 4

All Regions - Community  
Mental Health Centers

815-641-7411  
[Smithh3@aetna.com](mailto:Smithh3@aetna.com)

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



**Becky Marcum**

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

All other states excluding:  
IN, OH, TN, VA, & WV



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Baptist Health System  
CHI Saint Joseph Health  
Norton King's Daughters  
Medical System  
Norton Healthcare System  
St. Elizabeth Healthcare  
TJ Regional Health Inc  
Village MD



**Gina Gullo**

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**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

LifePoint Health System  
Providers in the state of  
Indiana



**Donna Martin**

Network Relations Manager  
859-207-8618  
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**Region 3**

Breckinridge, Bullitt, Carroll,



**Andrea Dewitt**

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**Region 4**

Adair, Allen, Barren, Butler,



**Becky Bowman**

Network Relations Manager  
502-214-0399  
[BowmanB@aetna.com](mailto:BowmanB@aetna.com)

**Region 5**

Anderson, Bourbon, Boyle,

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

Casey, Clinton, Clinton, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

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

Providers in the state of Tennessee



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[HardinJ@aetna.com](mailto:HardinJ@aetna.com)

**Region 6**

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Providers in the state of Ohio

**Region 7**

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

Providers in the state of West Virginia

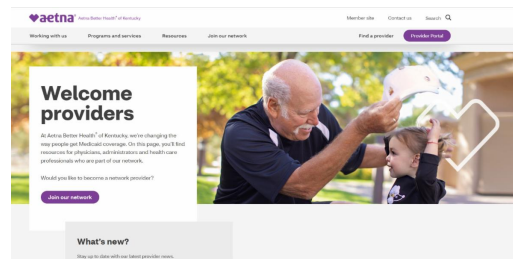
**Region 8**

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](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>

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Follow Us



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Notice](#)

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