



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	July 30, 2024
To:	All Network Providers
From:	Provider Experience
Subject:	Updated Claim Policy Edit
Document ID	Aetna-1911

NEW POLICY UPDATES CLINICAL PAYMENT, CODING AND POLICY CHANGES

Aetna Better Health of Kentucky regularly augments our clinical, payment and coding policy positions as part of our ongoing policy review processes. In an effort to keep our providers informed, please see below the upcoming new policies.

Effective for dates of service beginning 8/24/2024:

- Codes 98960-UB, 98961-UB, 98962-UB will deny if billed by providers who do not have the following provider types: Physicians, physician groups, Advanced Registered Nurse Practitioner, Physician Assistants.
- Code H0038 when billed by Hospital providers will deny when billed with revenue codes 300 – 314, 360, 430, 450, 452, 456, 481, 682, 683, 684, and 900.



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

[Network Relations Contact Information.pdf \(aetnabetterhealth.com\)](#)

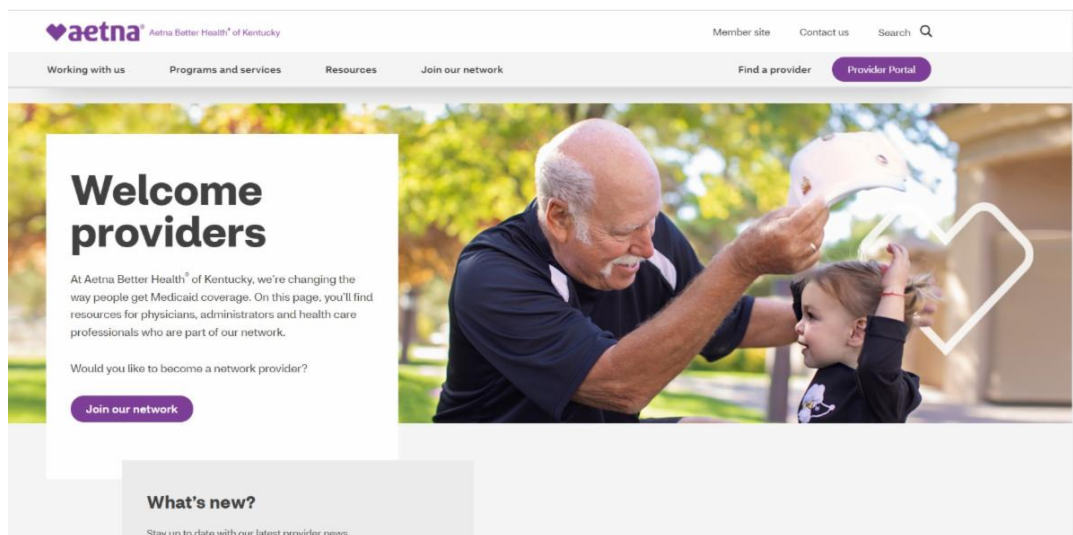
Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.

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](#)



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