

# TIP TUESDAY

Aetna Better Health® of Kentucky

September 10, 2019

## Tip Tuesday Tip # 10

**Winning TOGETHER**  
**Important Phone Numbers you need to know**

Member Services.....	1-855-300-5528
Behavioral Health Crisis Hot-line.....	1-888-604-6106
Network Relations.....	1-855-454-0061
Prior Authorization Medical .....	Phone 1-888-725-4969
.....Fax	1-855-454-5579
Behavioral Health Phone.....	1-888-604-6106
Pharmacy Phone CoverMyMeds .....	1-866-452-5017
Phone SureScripts .....	1-866-797-3239 or 1-866-797-3239
Claims Inquiry / Research (CICR) .....	1-855-300-5528
Dental (Avesis) .....	1-855-214-6776
Vision (Avesis) .....	1-855-214-6776
Radiology (eviCore) .....	1-855-300-5528
Pharmacy (CVS) .....	1-888-584-8742
Pain Management (eviCore) .....	1-888-584-8742



Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](http://aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.

For any question, providers may contact us at **1-855-454-0061** between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com).

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