

TIP TUESDAY

Aetna Better Health® of Kentucky

September 03, 2019

Tip Tuesday Tip #9

Working TOGETHER – Provider Termination

Providers may find they have to voluntarily terminate their participation with Aetna Better Health of Kentucky.

A provider desiring to terminate his/her participation with Aetna Better Health of Kentucky must submit a written termination notice to his/her assigned Network Manager at least ninety (90) days prior to the desired effective date of the termination.

For terminations by primary care providers, the assigned Network Relations Manager will coordinate member notification and assignment to another PCP based on the PCP's member panel. If a solo specialist or an entire specialty group decides to terminate the contract, a list of members receiving ongoing health care from the specialist and/or group must be sent to Aetna Better Health of Kentucky within 60 days of the termination date for member notification to occur.

The Network Manager will work with the specialist to ensure a smooth transition for the member's continued care.

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 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 KYProvidersRelations@aetna.com.



Member Services - 1-855-300-5528

Behavioral Health Crisis Hotline - 1-888-604-6106

Network Relations - 1-855-454-0061