

# Tip Tuesday

April 21, 2020

## 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 formulary on the health plan website.

Providers can use the website to:











- Access the provider manual
- Access the formulary
- Review clinical guidelines
- Locate plan resources and frequently used documents
- Register for and access the provider portal
- Access the secure provider portal
- Access the online provider directory

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Aetna Better Health of Kentucky

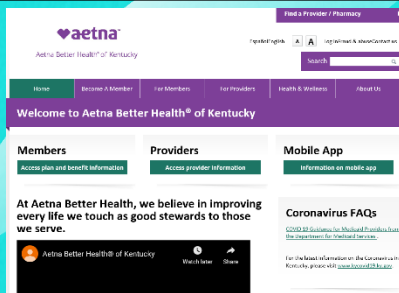
**Network Relations Contact Information & Coverage Areas**

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 of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1 (855) 300-5528 Monday through Friday 7am-7pm.

 Region 3 Behavioral Health Provider All Regions Community Mental Health Centers	 Duane Johnson Network Manager 502-648-6526 jduane03@aetna.com
 Region 5 & 6 Behavioral Health Provider	 Holly Smith Network Relationship Manager 815-641-7421 hsmith1@aetna.com
 Baptist Health System	 Crissy Sheppard Network Manager 502-728-8580 jsheppcr1@aetna.com
 Regions 1 & 2 Belmont, Cabell, Colwell, Crittendon, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken, Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster	 Gina Gullo Network Relationship Manager 502-412-9958 ggullo@aetna.com
 Region 3A Breckinridge, Bullitt, Carroll, Grayson, Harlan, Henry, Larue, Madison, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington	 Trista Gibson Network Manager 606-305-2705 tgibson1@aetna.com
Northwest Healthcare System All other states including: IN, OH, TN, VA, & WV	

AetnaBetterHealth.com/Kentucky



## Coronavirus

For the latest information on the Coronavirus in Kentucky, please visit

<https://chfs.ky.gov/agencies/dms/Pages/cv.aspx>.

Please [click here](#) to donate supplies or services to support Kentucky's COVID-19 response.



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