



Aetna Better Health® of Kentucky

9900 Corporate Campus Dr.
Louisville, KY 40223

FAX

To: Network Providers

From: Network Relations

Fax:

Fax:

Phone:

Phone:

No. Pages: 5

Date: 07/22/2020

Subject: Network Notice

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NETWORK NOTICE

Date: 07/22/2020
To: Network Providers
From: Provider Experience
RE: **Deadline extended for providers to apply for the Medicaid & CHIP Provider Relief Fund**

9900 Corporate Campus Drive
Suite 100
Louisville, KY 40223

Deadline extended for providers to apply for the Medicaid & CHIP Provider Relief Fund

Dear Kentucky Medicaid & CHIP Providers:



Medicaid.gov
Helping America Thrive

I wanted to send you a note to follow up on the email that CMS sent out last Friday announcing HHS' [extension](#) of the deadline for qualifying Medicaid & CHIP providers to apply for the Medicaid & CHIP Provider Relief Fund distribution. **The new deadline is August 3, 2020.** CMS has been in continuous discussions with our partners at the Health Resources and Services Administration (HRSA) about the status of applications for this distribution. This email is intended to provide you with an update on the number of providers from your state that have applied.

As of July 15th, 143 qualifying Medicaid & CHIP eligible providers in Kentucky have applied for the Medicaid & CHIP Provider Relief Fund distribution out of the 22,751 providers identified in the data that your team supplied to CMS. Of these, 91 Medicaid & CHIP providers have been paid from this distribution. To ensure that all qualifying providers are aware of the opportunity, as well as the new application deadline, we are requesting that states reach out to your medical, dental, and long-term services and supports (LTSS) providers to remind them that they can begin the application process [here](#).

To support these efforts, we've included below some resources that the HRSA team has released on the Provider Relief Fund that you can share:

- **Program Overview:**

The bipartisan Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Paycheck Protection Program and Health Care Enhancement Act provide \$175 billion in relief funds to hospitals and other health care providers, including those on the front lines of the coronavirus response. A portion of these funds, under the Medicaid and Children's Health Insurance Program (CHIP) Provider Distribution, provide help for providers and clinicians who treat our most vulnerable populations, including low-income and minority patients. This is allocated for eligible providers that participate in state Medicaid and CHIP Programs and that did not receive a payment from the Provider Relief Fund General Allocation. The payment to each provider will be approximately 2 percent of reported gross revenue from patient care.

- **Fact Sheet**

The Health Resources & Services Administration (HRSA) released a [Fact Sheet](#) for Medicaid and CHIP Providers that is now available on the Provider Relief Fund website.

- **Recorded Webcast**

A recording of the June 25 webcast is now available at <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/for-providers/index.html>.

- **Frequently Asked Questions (FAQs)**

In order to better address your most important concerns, HRSA has updated their [FAQs](#) to address common questions, including those submitted during the previous webcasts. The FAQs include expanded information on eligibility, application, payment process, and more.

- **Application Instructions**

[Medicaid and CHIP Provider Distribution Instructions](#) and the [Medicaid and CHIP Provider Distribution Application Form](#) are available at hhs.gov/providerrelief. HRSA recommends downloading and reviewing these documents to help you complete the process through the [Enhanced Provider Relief Fund Payment Portal](#).

- **Additional Information**

For additional information, please call the Provider Support Line at (866) 569-3522; for TTY, dial 711. Hours of operation are 7 a.m. to 10 p.m. Central Time, Monday through Friday. Service staff members are available to provide real-time technical assistance, as well as service and payment support.






Thank you for your continued support and partnership during these challenging times.










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.

<p>Region 3 Behavioral Health Providers</p> <p>All Regions Community Mental Health Centers</p>		<p>Dustin Johnson Network Manager 502-648-6526 Johnsod38@aetna.com</p>
 <p>Region 5, 6, & 7 Behavioral Health Providers</p>		<p>Holly Smith Network Relationship Manager 815-641-7411 Smithh3@aetna.com</p>
<p>Baptist Health System</p>		<p>Cristy Sheppard Network Manager 502-263-8420 SheppardC1@aetna.com</p>
 <p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>		<p>Sammie Asher Network Relationship Manager 606-401-1573 Ashers@aetna.com</p>
<p>Regions 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Regions 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relationship Manager 502-612-9958 Rlgullo@aetna.com</p>

	<p>Region 3A Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington Norton Healthcare System</p> <p>All other states excluding: IN, OH, TN, VA, & WV</p>	<p>Trista Gibson Network Manager 606-305-2705 GibsonT1@aetna.com</p>
<p>Region 3B Jefferson County</p>		<p>Connie Edelen Network Relationship Manager 502-240-2122 Czedelen@aetna.com</p>
	<p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>	<p>Abbi Wilson Network Manager 270-816-0893 Wilsona8@aetna.com</p>
<p>Region 5A Anderson, Bourbon, Fayette, Franklin, Garrard, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford</p>		<p>Jennie Handley Network Manager 513-659-9061 Handleyj@aetna.com</p>
	<p>Region 5B Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle</p>	<p>Becky Bowman Network Relationship Manager 502-214-0399 BowmanB@aetna.com</p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>CHI Saint Joseph Medical Group (Kentucky One) Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 Jmpack@aetna.com</p>
	<p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network Relationship Manager 606-687-0310 Risnerk@aetna.com</p>

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.

Providers can use the website to:

- Access the Provider Manual
- Access the Formulary
- Access the Clinical Guidelines
- Locate frequently used documents
- Register for and access the Secure Provider Portal
- Access the online Provider Directory

Visit the website at: <https://www.aetnabetterhealth.com/kentucky/>.

Secure Provider Portal

The Secure Provider Portal is a web-based platform which connects providers with real-time member information anytime. With a secure log on, providers can perform many functions within the web-based platform. The following information can be obtained from the Secure Provider Portal:

- Member Eligibility Search
- Panel Roster
- Provider List
- Claims Status Search
- Remittance Advice
- Real Time Authorization Tool
- Secure Message

Access the portal at: <http://aetnabetterhealth-kentucky.aetna.com/>.

