



Aetna Better Health® of Kentucky

9900 Corporate Campus Drive
Suite 100
Louisville, KY 40223

NETWORK NOTICE

Date: August 6, 2020

To: Network Providers

From: Provider Experience

RE: Bone Debridement

Aetna Better Health of Kentucky covers and reimburses for Bone Debridement. The services should be billed with the following CPT Codes:

- 11043
- 11044
- 11046
- 11047

These services can only be billed with POS:

- 21 (Inpatient Hospital)
- 23 (Outpatient Hospital)
- 24 (Ambulatory Surgical Center ASC).

Questions?

Simply contact your Network Relations Manager. Our most current list can be found on our website at: www.aetnabetterhealth.com/kentucky, click on “For Providers”, you will find the link titled “Who is My Network Relations Manager?”



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 <i>Behavioral Health Providers</i></p> <p>All Regions <i>Community Mental Health Centers</i></p>		<p>Dustin Johnson Network Manager 502-648-6526 Johnsond38@aetna.com</p>
 <p>Region 5, 6, & 7 <i>Behavioral Health Providers</i></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 & 2 <i>Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Daviess, Fulton, Graves, Hancock, Henderson, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</i></p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relationship Manager 502-612-9958 Rgullo@aetna.com</p>
 <p>Region 3A <i>Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</i></p> <p>Norton Healthcare System 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 <i>Jefferson County</i></p>		<p>Connie Edelen Network Relationship Manager 502-240-2122 Czedelen@aetna.com</p>
 <p>Region 4 <i>Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</i></p> <p>Providers in the state of Tennessee</p>		<p>Abbi Wilson Network Manager 270-816-0893 Wilsona8@aetna.com</p>
<p>Region 5A <i>Anderson, Bourbon, Fayette, Franklin, Garrard, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford</i></p>		<p>Jennie Handley Network Manager 513-659-9061 Handleyj@aetna.com</p>
 <p>Region 5B <i>Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle</i></p>		<p>Becky Bowman Network Relationship Manager 502-214-0399 BowmanB@aetna.com</p>
<p>Region 6 <i>Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</i></p> <p>Region 7 <i>Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</i></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 <i>Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</i></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.

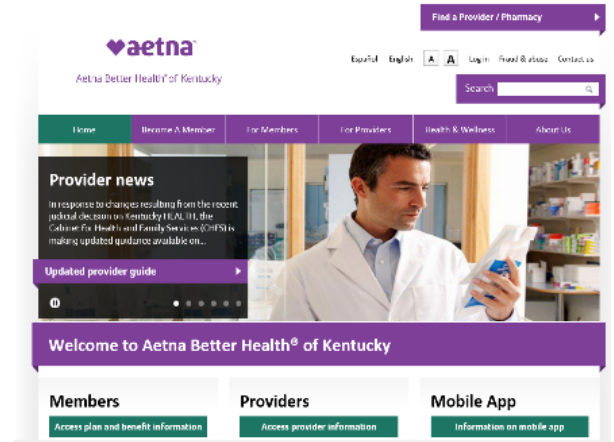
Be sure to check out our convenient web tools, available 24/7.

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
- Clinical Guidelines
- Locate frequently used documents
- Register for and access the provider portal
- Access the Secure Provider Portal
- On-line 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: Access the Portal :

<https://www.aetnabetterhealth.com/kentucky/providers/portal>



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