


NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	<inset date>
	To	All Network Providers
	From	Provider Experience
	Subject	Update to the communication platform
	Document number	Aetna-784

Aetna Better Health of KY is 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 our partners.

Our Network Relations team is excited to announce that we are launching our communication platform. The use of this web-based application should facilitate better notification, allowing you to share information, as needed. Now you can register key contacts for email updates, and ensure we're reaching the right individuals within your organization.

Please click the link below to access the landing page, where you can confirm that you would like to continue to receive our Network Notices, Tip Tuesday, and all network related information in the future. This will allow Aetna Better Health of Kentucky to get you the most up-to-date information and help keep our contact records accurate.

[Click here to sign up now!](#)

Questions?


Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 days a week. The recipient may also send an opt-out request via email to do_not_call@aetna.com. An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

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 our partners.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

<p>Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.</p>		
<p>Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com</p>		
<p>General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com</p>		
<p>Supporting Kentucky Youth, SKY Liaison Statewide</p>		<p>Michelle MARRS Network Relations Manager, SKY Liaison 859-221-4737 MARRSM@Aetna.com</p>
	<p>Supporting Kentucky Youth - Statewide</p> <p>Behavioral Health Providers Region 3</p> <p>All Regions - Community Mental Health Centers</p>	<p>Dustin JOHNSON SKY Network Manager 502-648-6526 JOHNSOND38@Aetna.com</p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly SMITH Network Relations Manager 815-641-7411 SMITHH3@Aetna.com</p>



Association of Primary Care Physicians
 Community of Health Partners
 Cooperative Care Network
 Ephraim McDowell
 Kentucky Primary Care Association
 The Physicians Network

Becky Marcum
 Network Relations Manager
 (606) 350-0579
marcumr@aetna.com

Baptist Health System
 King's Daughters Medical System
 LifePoint Health System
 Norton Healthcare System
 St. Claire Medical Center
 University of Kentucky System
 University of Louisville System



Trista Gibson
 Network Manager
 606-305-2705
GibsonT1@Aetna.com

Region 1
 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,
 Graves, Hickman, Livingston, Lyon, McCracken

Region 2
 Christian, Daviess, Hancock, Henderson, Hopkins, McLean,
 Muhlenberg, Ohio, Todd, Trigg, Union, Webster
 Providers in the state of Indiana



Gina Gullo
 Network Relations Manager
 502-612-9958
Rlgullo@Aetna.com



Region 3
 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,
 Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,
 Spencer, Trimble, Washington

Connie Edelen
 Network Relations Manager
 502-240-2122
Czedelen@Aetna.com

Region 4
 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland,
 Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe,
 Pulaski, Russell, Simpson, Taylor, Warren, Wayne

Providers in the state of Tennessee



Sammie Asher
 Network Relations Manager
 606-401-1573
Ashers@Aetna.com



Region 5
 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin,
 Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison,
 Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle,
 Scott, Woodford

All other states excluding: IN, OH, TN, VA, & WV

Becky Bowman
 Network Relations Manager
 502-214-0399
BowmanB@Aetna.com

<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 Jmpack@Aetna.com</p>
<p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>		<p>Krystal Risner Network 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. Visit the Website at: AetnaBetterHealth.com/Kentucky

Availity
Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

Functionality examples include:
Eligibility and member benefits look up - EFT registration - Claim status look up - Online claim submission
PA submission and look up
Grievance and appeals submission

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>

