



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	March 5, 2024
To:	All Network Providers
From:	Provider Experience
Subject:	Authorization Changes for Therapy Providers - Reminder
Document ID	Aetna-1626

As part of a larger optimization initiative intended to improve operational efficiency and to reduce unnecessary provider administration activity, the Aetna Better Health of Kentucky health plan **no** longer requires authorization for the initial twenty (20) outpatient therapy visits (occupational therapy, physical therapy, and speech-language pathology services). This change was effective February 1, 2024.

Evaluation and the first 20 visits for each discipline per member per year do not require prior authorization; authorization is required **prior** to the 21st visit being rendered.

UM reviews by visit, not modality. A visit is determined by the date of service regardless of the number of codes to be billed during the visit.

Code	Full Code Description
92507	SPEECH/HEARING THERAPY
92508	SPEECH/HEARING THERAPY
92548	CDP-SOT 6 COND W/I&R
92640	AUD BRAINSTEM IMPLT PROGRAMG
96105	ASSESSMENT OF APHASIA
96125	COGNITIVE TEST BY HC PRO
97010	HOT OR COLD PACKS THERAPY
97012	MECHANICAL TRACTION THERAPY
97014	ELECTRIC STIMULATION THERAPY

97016	VASOPNEUMATIC DEVICE THERAPY
97018	PARAFFIN BATH THERAPY
97022	WHIRLPOOL THERAPY
97024	DIATHERMY EG MICROWAVE
97026	INFRARED THERAPY
97028	ULTRAVIOLET THERAPY
97032	ELECTRICAL STIMULATION
97033	ELECTRIC CURRENT THERAPY
97034	CONTRAST BATH THERAPY
97035	ULTRASOUND THERAPY
97110	THERAPEUTIC EXERCISES
97112	NEUROMUSCULAR REEDUCATION
97113	AQUATIC THERAPY/EXERCISES
97116	GAIT TRAINING THERAPY
97124	MASSAGE THERAPY
97140	MANUAL THERAPY 1/GT REGIONS
97150	GROUP THERAPEUTIC PROCEDURES
97164	PT RE-EVAL EST PLAN CARE
97168	OT RE-EVAL EST PLAN CARE
97168	OT RE-EVAL EST PLAN CARE

97530	THERAPEUTIC ACTIVITIES
97535	SELF CARE MNGMENT TRAINING
97537	COMMUNITY/WORK REINTEGRATION
97605	NEG PRESS WOUND TX LT /EQU 50 CM
97606	NEG PRESS WOUND TX GT 50 CM



As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of

NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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.

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.

Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com

General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com



Gina Gullo

Sr. Network Manager
502-612-9958
Rlgullo@Aetna.com

*All provider types
(excluding Behavioral Health)

Region 1

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

Region 2

Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster

ALL Providers in the state of Indiana (excluding Behavioral



Becky Bowman

Network Manager
502-322-2699
BowmanB@Aetna.com

*Ancillary Providers **ONLY** (Excluding BH, Hospital and PCP)

Region 3

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

Region 5

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



Trista Gibson

Sr. Network Manager
606-305-2705
GibsonT1@Aetna.com

*Hospital Systems & PCP **ONLY**

Region 3

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

Region 5

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

Including:

- University of Louisville
- Norton
- Ephraim McDowell
- University of Kentucky
- Community Health Partner
- Association of Primary Care Physicians
- The Physician Network
- CHI



Andrea Dewitt

Network Manager
 270-306-0765
DewittA@aetna.com

*All provider types
 (excluding Behavioral Health)

Region 4

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

ALL Providers in the state of **Tennessee** (excluding Behavioral Health)



Jennifer Hardin

Network Manager
 606-240-0120
HardinJ@Aetna.com

*Ancillary Providers **ONLY**
 (Excluding BH, Hospital and PCP)

Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Ancillary Providers in the states of **Ohio, Virginia and West Virginia**



Jacquelyne Pack

Sr. Network Manager
 606-331-1075
Jmpack@Aetna.com

*Hospital Systems & PCP **ONLY**

Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

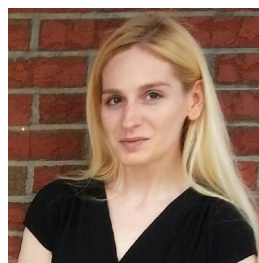
Hospital System and PCP Providers in the states of **Ohio, Virginia and West Virginia**

Including:

- Kentucky Primary Care Association
- St Elizabeth
- Baptist Healthcare
- St. Claire Medical



Holly Smith



Christi Atkinson

Network Manager
Behavioral Health
815-641-7411
Smithh3@Aetna.com

Community Mental Health Centers -
statewide

Behavioral Health Providers

Region 1
Region 2
Region 7
Region 8



Michelle Marrs
Network Manager
859-221-4737
Marrsm@Aetna.com

SKY, Supporting Kentucky's Youth -
statewide

All other Out of State Providers not
otherwise listed



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Supervisor, Network Relations
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Network Manager
Behavioral Health
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AtkinsonC1@aetna.com

Behavioral Health Providers

Region 3
Region 4
Region 5
Region 6



Dustin Johnson
Provider Experience Manager
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Statewide

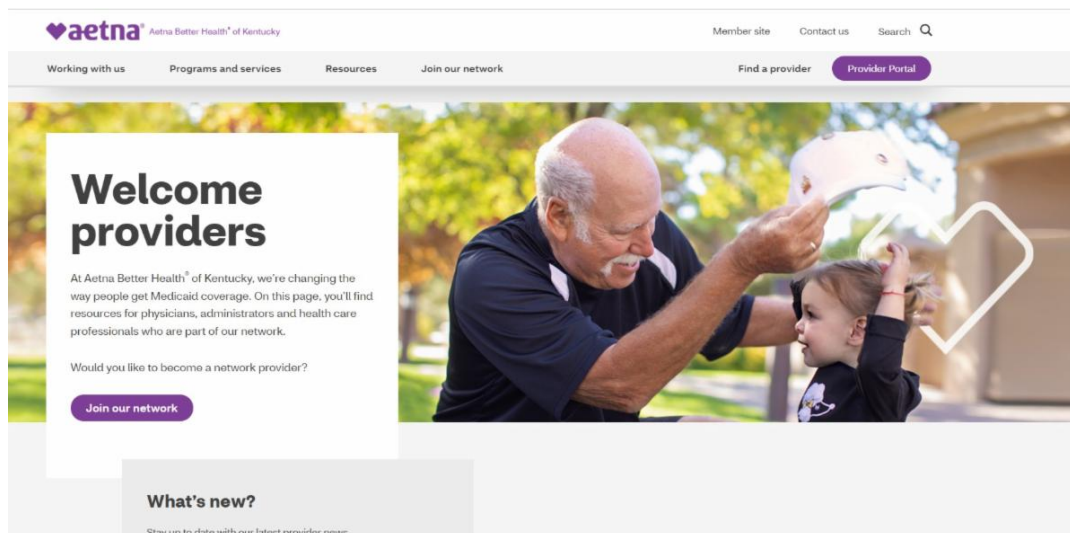


Joann Marston
Ld. Director, Network Management
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Save time by accessing our online resources.
Be sure to check out our convenient web tools, available 24/7.

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



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 -
- Claim status look up -
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: [AVAILITY](https://www.availity.com)



Visit us at [Aetna Better Health of Kentucky](https://www.aetna.com/kentucky) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

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