



Aetna Better Health[®]
of Kentucky

Making it easier for you to get help when you need it.

We want to make doing business with Aetna as easy as possible, and that includes getting in touch with us when you need support.

- ❖ Leverage the [Aetna Better Health of Kentucky provider website](#) for manuals and quick links.
- ❖ Visit [Availity](#) for real time enrollment, any claim-related reviews, eligibility, prior-authorizations, grievance and appeals and questions or inquiries.
- ❖ Visit the [ECHO payment services website](#) for help with electronic funds transfer (EFT) and electronic remittance (ERA) set up.
- ❖ Credentialing applications, forms, demographic updates, terminations and status updates should be sent directly to KyProviderUpdates@aetna.com.

Still need support?

Take advantage of our **CONTACT US WEB FORM**. This form allows you to share the right information from the start, so you don't have to spend valuable time tracking down the help you need. As an added benefit for us both, we have ensured that any request or inquiry made through this form is routed to the appropriate department.



HOW IT WORKS

To access the form visit [Contact Us](#).

Start by selecting the reason for your inquiry, then share the appropriate contact from your practice, and add essential information such as your Tax ID and NPI. You can also include up to 5 files with your inquiry if needed.

The web form is located on the [Aetna Better Health of Kentucky/providers](#) website, under the **Contact Us** tab.

When should I use this form?

Demographic changes, updates or terms, new provider adds to existing group contracts, large add/change/term files, W-9 submissions and terming providers due to office closures, retirement, and leaving medical group.

What happens after I submit a request?

Once the form is submitted an email confirmation will be generated with all the details about your request.

Within 48 hours a case number will be assigned.

Inquiries will be answered as quickly as possible by our support teams.



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Want to talk to someone?

Want to speak to someone about your issue?

Our knowledgeable Provider Services and Claims Inquiry Claims Research Staff are ready to help.

Call 1-855-300-5528 and follow the prompts.

- Press * for Healthcare Provider:
- Next choose: **Claims, appeals status, eligibility & benefits, authorization or more options.**
- If you select MORE OPTIONS, then you can report fraud or abuse, talk to the Pharmacy help desk or talk to Provider services.



The friendly Provider Services staff can assist with claim status, inquiries or research. pharmacy, prior authorization, EFT/ERA registration/questions, check trackers and participation status of a new load request.

Still need help?

Our approach to working with providers is based on our Aetna Better Together philosophy. Provider engagement and collaboration is a cornerstone of our processes and critical to achieving improved provider experience. Our highly trained and experienced Network Relations leadership and staff have a combined 172 years of experience working for Kentucky providers.

Our Network Managers are based in the communities they serve, fostering a higher level of responsiveness and personalized relationships. These locally based Network Managers engage with providers through a variety of mechanisms designed to provide proactive, prompt and collaborative communications.



Providers can access their Network Managers' contact information by scanning this QR code or on the Aetna Better Health website using this link: AetnaBetterHealth.com/Kentucky/ProviderEngagement.pdf



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