



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	June 4, 2024
To:	All Network Providers
From:	Provider Experience
Subject:	Q1 PUR Clinical Payment, Coding and Policy Changes
Document ID	Aetna-1827

ABHKY Updated Claim Policy Edit

NEW POLICY UPDATES CLINICAL PAYMENT, CODING AND POLICY CHANGES

We regularly augment our clinical, payment and coding policy positions as part of our ongoing policy review processes. In an effort to keep our providers informed, please see the below chart of upcoming new policies.

Effective for dates of service beginning July 3, 2024:

Procedure Code Guideline Policy - Physiological Monitoring and Referral Services

Physiological Data Collection- According to the AMA CPT Manual, collection and interpretation of physiologic data should not be reported within 30 days of a care plan oversight, other preventive medicine services, chronic care management services, remote physiological monitoring services or complex chronic care management service.

Physiological Monitoring Services- According to the AMA CPT Manual, remote physiological monitoring services should not be reported more than once in a 30-day period.

Physiological Treatment Management- According to the AMA CPT Manual, remote physiologic monitoring treatment management services should not be reported more than once in a 30-day period.

Telephone Services-Non-Face-to-Face Nonphysician Telephone Assessment and Management Services- According to the AMA CPT Manual, telephone assessment and management services and other face to face assessment and management services

(includes, but not limited to new patient E&M services, established patient E&M services etc.) should not be reported separately when the two services are related.



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 Kentucky Members.

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



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502-612-9958
Rlgullo@Aetna.com



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



Trista Gibson
Sr. Network Manager
606-305-2705
GibsonT1@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
Health)



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)

*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,
Woodford



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

*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



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

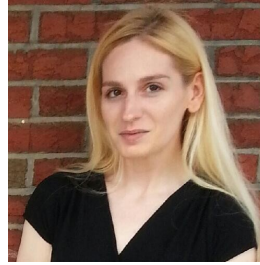
Network Manager
Behavioral Health
815-641-7411

Smithh3@Aetna.com

Community Mental Health Centers -
statewide

Behavioral Health Providers

Region 1
Region 2
Region 7
Region 8



Christi Atkinson

Network Manager
Behavioral Health
859-321-0775

AtkinsonC1@aetna.com

Behavioral Health Providers

Region 3
Region 4
Region 5
Region 6



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



Dustin Johnson

Provider Experience Manager
502-648-6526

JohnsonD38@Aetna.com

Statewide



Krystal Risner

Supervisor, Network Relations



Joann Marston

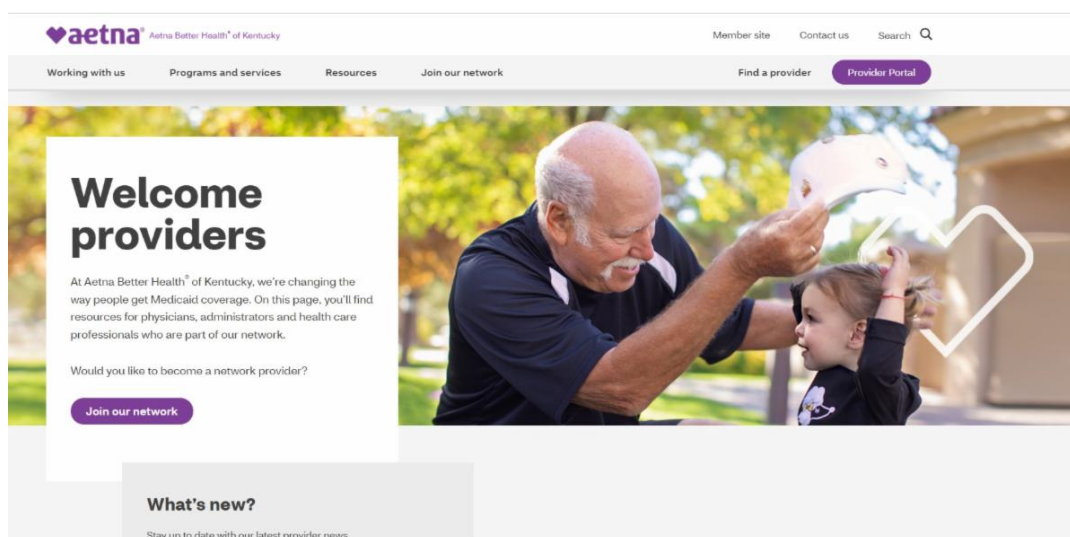
Ld. Director, Network Management

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

Visit Availity at: AVAILITY



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