



**Aetna Better Health<sup>®</sup>  
of Kentucky**



## TIP Tuesday



### Transportation Services

Transportation services are available for eligible member through the Human Service Transportation Delivery (HSTD) program. CHFS contracts with HSTD to provide this service. More information regarding non-emergency transportation services can be found at [www.chfs.ky.gov](http://www.chfs.ky.gov).

Aetna Better Health of Kentucky adheres to Kentucky State Regulation 907 KAR 1:060 Ambulance Transportation and categorizes Ambulance Medical Transportation as Non-Emergency Medical Transportation and Emergency Medical Transportation via ground or air (rotary or fixed wing) methods.

Utilization Management staff members are responsible for coordinating, and, if applicable, authorizing non-emergent facility to facility and facility-to-place of residence ambulance transportation for members.

Additional Aetna Better Health of Kentucky policies supporting Transportation Services, including those defining medical necessity:

- A-KY 4500.95 Emergent and Non-Emergent Transportation
- A-KY 7100.05 Prior Authorization

#### **Non-Emergency Medical Transportation**

Aetna Better Health is responsible for the provision of non-emergent medical transportation by stretcher for members.

Non-emergent medical transport, ground, or air, by stretcher requires an authorization, which includes:

- Stretcher van transport
- Elective transports from place of residence to non-emergent medical services
- Elective transports from a medical facility to place of residence, including after-hours
- Elective transports from a nursing home to a medical facility
- Elective transports from a hospital to a hospital to include:
  - Members who are receiving medical care at a hospital facility, including Emergency Room services
  - An emergency ambulance service shall be covered to and from a hospital in the medical service area if:
    1. The service is medically necessary; and



2. Documentation is maintained for post payment review to indicate immediate emergency medical attention was provided in the emergency room.

If a patient is receiving treatment at a hospital and experiences real-time deterioration in their clinical condition necessitating immediate transport to a higher level of care, the ambulance provider should provide necessary services and not delay care. Ambulance providers may request a post-service authorization by faxing our Retrospective Review Department at 855-336-6054 within twelve (12) months, prior to claim submission.

Please include all supporting medical necessity and hospital clinical documentation, along with the Physician Certification Statement for Non-Emergency Ambulance Services (PCS 01) form. Post-service authorization requests are subject to Aetna Better Health of Kentucky's Utilization Management Timeliness Standards.

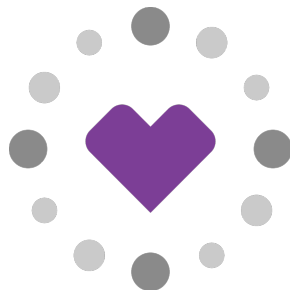
### Emergency Medical Transportation

Emergent medical transport, ground, or air, by stretcher does not require an authorization and is provided for all members by calling 911 or the local emergency service number.

Emergent medical transport, ground, or air, by stretcher includes:

- Emergent transport from a place of residence to a hospital.
- Emergent transport from a scene of an accident to a hospital
- Emergent transport from a scene of an accident to the safest landing zone for air ambulance to provide transport to a hospital.

Ambulance providers may follow the standard claim submission process after services have been rendered



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## YOU'RE INVITED

June 22, 2023

### Cultural Competency Training for Providers

Time: 11:00 AM - 12:00 PM

Recognizing that members have diverse views is critical to meeting their needs. The cultural factors that will likely impact your relationships with members include age, gender identity, language, religion, and values, to name a few. It's important to respect and respond to members' distinct values, beliefs, behaviors and needs when caring for them.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Michelle Marrs at [MarrsM@aetna.com](mailto:MarrsM@aetna.com).



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### Questions?

Simply contact your Network Relations Manager. Our most current listing is attached,



the listing can also be found on our website.

## 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.

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](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



**Michelle Marrs**

Network Relations Manager,  
SKY Liaison  
859-221-4737  
[MarrsM@aetna.com](mailto:MarrsM@aetna.com)

Supporting Kentucky Youth -  
Statewide



**Dustin Johnson**

Network Relations Manager  
502-648-6526  
[Johnsond38@aetna.com](mailto:Johnsond38@aetna.com)

Supporting Kentucky Youth -  
Statewide

Behavioral Health Providers  
Region 3  
Region 4

All Regions - Community  
Mental Health Centers



**Holly Smith**

Network Relations Manager  
815-641-7411  
[Smithh3@aetna.com](mailto:Smithh3@aetna.com)

Behavioral Health Providers  
Region 1  
Region 2  
Region 5  
Region 6  
Region 7  
Region 8



**Jacquelyne Pack**

Network Manager  
606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@Aetna.com)

Baptist Health System  
CHI Saint Joseph Health  
Norton King's Daughters Medical System



**Gina Gullo**

Network Relations Manager  
502-612-9958  
[Rlgullo@aetna.com](mailto:Rlgullo@aetna.com)

**Region 1**  
Ballard, Caldwell, Calloway, Carlisle,  
Crittenden, Fulton, Graves, Hickman,



Norton Healthcare System St. Elizabeth  
Healthcare  
TJ Regional Health Inc  
Village MD

Livingston, Lyon, McCracken

### Region 2

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

LifePoint Health System  
Providers in the state of Indiana



**Donna Martin**

Network Relations Manager  
859-207-8618

[MartinD4@aetna.com](mailto:MartinD4@aetna.com)

Region 3

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



**Andrea Dewitt**

Network Relations Manager  
270-306-0765

[DewittA@aetna.com](mailto:DewittA@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



**Becky Bowman**

Network Relations Manager  
502-214-0399

[BowmanB@aetna.com](mailto:BowmanB@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



**Trista Gibson**

Network Relations Manager  
606-305-2705

[GibsonT1@aetna.com](mailto:GibsonT1@aetna.com)

### Region 6

Boone, Campbell, Gallatin,  
Grant, Kenton, Pendleton

Providers in the state of Ohio



**Krystal Risner**

Network Manager  
606-687-0310

[Risnerk@Aetna.com](mailto:Risnerk@Aetna.com)

### Region 7

Bath, Boyd, Bracken, Carter,  
Elliot, Fleming, Greenup,  
Lawrence, Lewis, Mason,  
Menifee, Morgan,  
Robertson, Rowan

Providers in the state of  
West Virginia



**Jennifer Hardin**

Network Manager  
606-240-0120

[HardinJ@aetna.com](mailto:HardinJ@aetna.com)

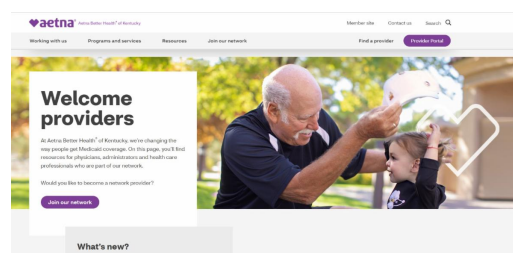
### Region 8

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

Providers in the state of  
Virginia

## 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](https://www.aetna.com/better-health/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>

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Follow Us



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[Unsubscribe marstonj@aetna.com](mailto:marstonj@aetna.com)

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