



# Aetna Better Health of Kansas Contact Information Sheet

<b>Aetna Better Health of Kansas</b>	<b>9401 Indian Creek Parkway, Ste. 1300 Overland Park, KS 66210</b>
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<b>Important Contact Information</b>	<b>Phone Number/Email Address</b>	<b>Hours and Days of Operation</b>
Aetna Better Health of Kansas Provider Customer Service	<b>1-855-221-5656 (TTY: 711)</b>	Live agents available: Monday through Friday 8 AM- 5 PM CT, excluding State holidays  Interactive voice response (IVR) system available: 24 hours per day / 7 days per week  Secure Web Portal available: 24 hours per day, 7 days per week
Aetna Better Health of Kansas Internal Provider Representative	<b>ProviderExperience_KS@AETNA.com</b>	8 AM - 5 PM CT, Monday through Friday, excluding State holidays
Aetna Better Health of Kansas Provider Network Managers	Contact your Provider Experience Representative : Maps can be found on our website by provider type at <b>AetnaBetterHealth.com/Kansas/providers</b>	8 AM - 5 PM CT, Monday through Friday, excluding State holidays
Aetna Better Health of Kansas Mental Health Crisis Support	<b>1-855-221-5656 (TTY: 711)</b>	Live agents available: 24 hours per day, 7 days per week  Interactive voice response (IVR) system available: 24 hours per day / 7 days per week
Aetna Better Health of Kansas Member Services	<b>1-855-221-5656 (TTY: 711)</b> Fax: <b>959-828-8865</b>	Representatives available 24 hours per day, 7 days per week  Interactive voice response (IVR) system available: 24 hours per day / 7 days per week  Interpreter services available for members at no cost

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<p>Aetna Better Health of Kansas Service Coordination</p>	<p><b>1-855-221-5656 (TTY: 711)</b>  Long Term Services &amp; Supports (LTSS) Centralized Mailbox: <b>AetnaBetterHealthKSHCBS_LTSS@aetna.com</b> ICM Mailbox: <b>AetnaBetterHealthKSCM@aetna.com</b></p>	<p>Service Coordinators available: Monday through Friday, 8 AM- 5 PM CT, excluding State holidays</p> <p>Interactive voice response (IVR) system available: 24 hours per day / 7 days per week</p> <p>For urgent issues at all other times, call our after-hours area through the IVR system</p>
<p>Aetna Better Health of Kansas Utilization Management</p>	<p><b>1-855-221-5656 (TTY: 711)</b> Prior Authorization Fax: <b>1-855-225-4102</b> Concurrent Review Fax: <b>1-855-225-4113</b></p>	<p>UM clinician available: Monday through Friday, 8 AM- 5 PM CT, excluding State holidays</p> <p>Interactive voice response (IVR) system available: 24 hours per day / 7 days per week</p> <p>For urgent issues at all other times, call our after-hours area through the IVR system</p>
<p>Aetna Better Health of Kansas Compliance Hotline - Reporting compliance and ethics issues for members, staff, and providers including fraud, waste, or abuse</p>	<p><b>1-855-221-5656 (TTY: 711)</b></p>	<p>24 hours per day / 7 days per week through Voice Mail inbox</p>
<p>Aetna Better Health Special Investigations Unit (SIU) (Reporting Fraud, Waste, or Abuse)</p>	<p><b>1-800-338-6361 (TTY: 711)</b></p>	<p>24 hours per day / 7 days per week</p>



<b>Aetna Better Health Partners</b>	<b>Phone Number &amp; Website</b>
Dental - SkyGen	<b>1-855-918-2256</b> (Providers) <b>1-855-918-2257</b> (Members) <b>www.skygenusa.com</b>
Vision - SkyGen	<b>1-855-918-2258</b> (Providers) <b>1-855-918-2259</b> (Members) <b>www.skygenusa.com</b>
Radiology and Pain Management – Evicore	<b>1-888-693-3211</b> <b>www.evicore.com</b>
Clearing House - Change Healthcare	<b>1-866-371-9066</b> <b>www.changehealthcare.com</b>
Transportation - Access2Care	<b>1-866-252-5634</b>

<b>State &amp; Federal Contact Information</b>	<b>Phone Number &amp; Website</b>
Kansas, The Department of Health and Environment (KDHE)	<b>785-296-1500</b> KDHE: <b>www.kdheks.gov</b> KanCare: <b>www.kancare.ks.gov</b>
Kansas Department for Aging and Disability Services (KDADS)	<b>785-296-4986</b> (KDADS): <b>www.kdads.ks.gov</b>
Kansas Medical Assistance Program (KMAP)	<b>1-800-933-6593</b> Monday through Friday, 8 AM- 5 PM CT, excluding State holidays <b>https://portal.kmap-state-ks.us/PublicPage/Public/Login</b>
Kansas Relay (TTY)	<b>711</b>
Kansas Tobacco Quitline “KanQuit”	<b>1-800-QUIT-NOW (784-8669)</b> <b>www.KSquit.org</b>
KanCare Clearinghouse	<b>1-800-792-4884</b>