

**AETNA BETTER HEALTH® OF KENTUCKY**

Please note our newly formatted fax blast – A copy of this communication is available on our website:  
[www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky), go to Provider News

**PROVIDER NEWSFLASH – FRIDAY, SEPTEMBER 23, 2016 – PAGE 1 OF 3**

**To:** All Network Providers

**Fax:** <<location fax>>

**In the News:** Reminder to Register for the 2016 Provider Forums  
 Reminder for eviCore Pain Management & Cardiology Updates

**1. Register for the 2016 Provider Forums**

Earlier this year, we became Aetna Better Health of Kentucky. Since that time, we have had much success, as well as some challenges. But the one constant has been our commitment to providing the best possible health care benefits to our members by demonstrating excellence, integrity, caring and inspiration in our business practices. To help you, our providers, better navigate through some of the changes, we are hosting a series of Provider Forums.

These Provider Forums will be held in various locations across the Commonwealth of Kentucky. We invite you and your staff to attend a Provider Forum in your area, simply check out the list below for full details regarding locations and registrations.

<b>2016 Provider Forums for Aetna Better Health of Kentucky</b>			
<b>Date</b>	<b>Location</b>	<b>Date</b>	<b>Location</b>
<b>October 6, 2016</b>	<b>#1 Paducah area</b>	<b>October 14, 2016</b>	<b>#2 Bowling Green area</b>
Thursday, 8 am to Noon	Robert Cherry Civic Center	Friday, 8:00 am to Noon	Sloan Convention Center
For Paducah and the surrounding areas, register at link	2701 Park Avenue Paducah, KY 42001	For Bowling Green and the surrounding areas, register at link below:	1021 Wilkinson Trace Bowling Green, KY 42103
<a href="https://abhkypaducahforum.eventbrite.com">https://abhkypaducahforum.eventbrite.com</a>		<a href="https://abhkybowlinggreenforum.eventbrite.com">https://abhkybowlinggreenforum.eventbrite.com</a>	
<b>October 18, 2016</b>	<b>#3 Louisville area</b>	<b>October 21, 2016</b>	<b>#4 Morehead area</b>
Tuesday, 7:30 am to Noon	U of L Shelby Campus	Friday, 8:00 am to Noon	Morehead Conference
For Louisville and the surrounding areas, register at link below:	9001 Shelbyville Rd. Louisville, KY 40222	For Morehead and the surrounding area, register at link below:	111 East First St. Morehead, KY 40351
<a href="https://abhkylouisvilleforum.eventbrite.com">https://abhkylouisvilleforum.eventbrite.com</a>		<a href="https://abhkymoreheadforum.eventbrite.com">https://abhkymoreheadforum.eventbrite.com</a>	

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## 2. As a reminder, please see details below for the eviCore Pain Management & Cardiology Updates

### Pain Management Update

**\*\*Effective September 26, 2016 eviCore is implementing a change of process for initiating Musculoskeletal pre-certification requests via the web.**

Beginning **September 26, 2016**, online requests for ABH Musculoskeletal procedures will be initiated via the eviCore web portal located at <https://evicore.com/Pages/ProviderLogin.aspx>. You will need to complete a brief one-time registration to access the web portal. Utilizing the web is the quickest, most efficient way to initiate a request and obtain the status of an existing request. **Please note:** the contact phone and fax numbers will change as well, please see below:

**Have questions about requesting authorizations?** Attend our online orientation! The orientation schedule, program training resources, Clinical Guidelines, CPT codes managed, and fax request forms are available at <http://www.medsolutions.com/implementation/abhky>. Please email our client services department at [clientservices@eviCore.com](mailto:clientservices@eviCore.com), if you have any questions or need more information.

### Prior Authorization Update

Effective **September 26, 2016**, Aetna Better Health of Kentucky members will require prior authorization for Cardiology services from eviCore healthcare for dates of service **October 03, 2016** and after. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

New Authorization is required for:

- **Myocardial Perfusion Imaging**
- **Echo**
- **Echo Stress**
- **Diagnostic Heart Catheterization**

**Only elective and scheduled procedures require prior authorization. Services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to these authorization requirements.**

**To request an authorization, submit your request online, by phone or fax:**

- Log onto <https://evicore.com/Pages/ProviderLogin.aspx>, utilizing the web is the quickest, most efficient way to initiate a request.
- Call us at **1-888-693-3211**
- Fax an eviCore healthcare request form (available online) to **1-844-82AETNA**

**For urgent requests:** If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

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#### **Orientation Session Invitation - Web Orientation Sessions**

eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the case creation process. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process and to review the registration process for the web portal.

During these sessions, we will discuss in detail the precertification requirements for Aetna Better Health of Kentucky's members and how to locate additional training materials to navigate the eviCore web portal, <https://evicore.com/Pages/ProviderLogin.aspx>. Topics to be discussed include the new prior authorization process, accessing information from the website and a review of the Quick Reference Guide. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process.

#### **Pain Management Sessions - WebEx may display Central Times**

Date	Day of the Week	Time
October 4, 2016	Tuesday	1:00 p.m., ET
October 5, 2016	Wednesday	9:00 a.m., ET

#### **Prior Authorization Sessions - WebEx may display Central Times**

DATE	Day of the Week	Time
October 3, 2016	Monday	2:00 p.m., ET
October 7, 2016	Friday	11:00 a.m., ET
October 11, 2016	Tuesday	12:00 p.m., ET

#### **How to Register**

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://medsolutions.webex.com>
2. Click on the "Training Center" tab at the top of the Web page
3. Find the date and time of the conference you wish to attend by clicking the "Upcoming" tab. All of the Provider Orientation Sessions will be named "ABH KY Provider Training Session - Cardiology"
4. Click "Register"
5. Enter the registration information

After you have registered for the conference, you will receive an e-mail containing:

1. The toll-free phone number and pass code you will need for the audio portion of the conference
2. A link to the Web portion of the conference
3. The conference password