



Aetna Better Health® of Kentucky

9900 Corporate Campus Dr.
Louisville, KY 40223

FAX

To:	Network Providers	From:	Network Relations
Fax:		Fax:	
Phone:		Phone:	
No. Pages:	7	Date:	06/29/2020
Subject:	Network Notice – Prior Authorization Reinstated & KHA/Center Care & Credentialing, Correction to the Fax Number		

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NETWORK NOTICE

Date: June 29, 2020
To: Network Providers
From: Provider Experience
RE: Prior Authorization Reinstated
KHA/Center Care & Credentialing, Correction to the Fax Number

9900 Corporate Campus Drive
Suite 100
Louisville, KY 40223

Effective 08/01/2020 (date of service), Aetna Better Health of Kentucky will resume with prior authorization policies and processes. Behavioral health and SUD services are excluded.

Behavioral health and SUD services are defined as services provided by any behavioral health provider type (02, 03, 04, 05, 06, 23, 26, 30, 62, 63, 66, 67, 81, 82, 83, 84, 89, 92), services listed on the Behavioral Health and Substance Abuse Services Inpatient and Outpatient fee schedules, and services listed on the Community Mental Health Center (CMHC) Mental Health Substance Abuse Codes and Units of Service fee schedule.

For a comprehensive listing of authorization requirements by Healthcare Common Procedure Coding System (HCPCS) and Current Procedural Terminology (CPT) codes, please visit the Aetna Better Health provider portal at <http://aetnabetterhealth-kentucky.aetna.com/> and refer to the prior authorization tool/directory.

Providers/offices can begin requesting Prior Authorizations immediately, in advance of 08/01/2020.

Medical providers may request authorization and submit notification Monday – Friday between the hours of 8am – 6pm EST. The form is available on our website.

- Fax: 1-855-454-5579
- Call: 1-888-725-4969
- Submit through our 24/7 secure provider portal: <http://aetnabetterhealth-kentucky.aetna.com/>

If you do not have access to the portal, please contact our Network Relations team to register for access. The authorization requirements are updated periodically. Please utilize the provider portal to ensure you have the most up-to-date requirements.

CORRECTION: Earlier this year, Aetna Better Health contracted with a certified Centralized Credentialing Verification Organization (CVO), Kentucky Hospital Association (KHA), and Center Care. KHA/Center Care became responsible for direct credentialing for our network of providers. Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process. Please see below for updates and reminders.

- ❖ Where can I find the forms needed to submit my new providers?
 - ◇ All credentialing forms can be found on the ABHKY website at <https://www.aetnabetterhealth.com/kentucky> – “For Providers” – “Join Our Network” – “Credentialing Criteria” – “Credentialing Application.” These are updated as needed, so please access this area often to ensure you have the most up-to-date forms.


- ❖ Where are these forms sent?
 - ◇ The email address and fax number are listed on the front page of each application. The application can be emailed to KYProviderUpdates@Aetna.com or faxed to **(855) 454-5584**. To improve efficiencies in the process, providers should begin using this address immediately. The old email address and fax number will no longer accept applications after July 24, 2020.
- ❖ What do I send to the new email address or fax numbers?
 - ◇ The same information you send today: new provider loads, updates, changes, terms, new locations, or facilities as well as any provider information that is related to credentialing, loading, or demographic changes.
- ❖ What if I have more than one or two providers?
 - ◇ You can reach out to your Network Manager at <https://www.aetnabetterhealth.com/kentucky/providers/> for a Provider Roster. This will allow you to submit the information via an Excel file.
- ❖ What effective date will my practitioner be given?
 - ◇ The effective date assigned is the date a completed application was submitted, provided each practitioner has an active Kentucky Medicaid number and the group has an active contract with ABHKY.
- ❖ Who will be required to go through the credentialing verification process?
 - ◇ All individual practitioners and facilities seeking to enroll with Aetna Better Health will be credentialed and re-credentialed through the new CVO.
 - ◇ Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process.
- ❖ Is there a separate contract or agreement needed for the provider?
 - ◇ No, this arrangement does not impact the current provider contract with Aetna Better Health of Kentucky.
- ❖ What are the steps to complete the new credentialing process?
 - ◇ Providers must be an active Kentucky Medicaid provider and have a current and active Medicaid ID.
 - ◇ You should verify that all documents are accurate and current, less than 180 days of age upon submission.
- ❖ How often are providers re-credentialed?
 - ◇ Providers are required to complete re-credentialing every three years (36 months) based on their initial credentialing date. A provider must successfully complete recredentialing to remain a participating provider.
- ❖ How do I determine the status of my credentialing application?
 - ◇ Providers can check status with Center Care directly via <https://centercare.com/providers/new-providers/>.

Questions? Contact your Network Relations Manager. Our most current list can be found on our website at <https://www.aetnabetterhealth.com/kentucky/providers/>. Click on “**For Providers.**” You will find the link titled “**Who is My Network Relations Manager?**”

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 of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528, Monday through Friday, 7am – 7pm.

<p>Region 3 <i>Behavioral Health Providers</i></p> <p>All Regions <i>Community Mental Health Centers</i></p>		<p>Dustin Johnson Network Manager 502-648-6526 Johnsod38@aetna.com</p>
 <p>Region 5, 6, & 7 <i>Behavioral Health Providers</i></p>		<p>Holly Smith Network Relationship Manager 815-641-7411 Smith3@aetna.com</p>
<p>Baptist Health System</p>		<p>Cristy Sheppard Network Manager 502-263-8420 SheppardC1@aetna.com</p>
 <p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>		<p>Sammie Asher Network Relationship Manager 606-401-1573 Ashers@aetna.com</p>
<p>Regions 1 & 2 <i>Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Daviess, Fulton, Graves, Hancock, Henderson, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</i></p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relationship Manager 502-612-9958 Rgullo@aetna.com</p>



Region 3A

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

Norton Healthcare System

All other states excluding: IN, OH, TN, VA, & WV

Trista Gibson

Network Manager

606-305-2705

GibsonT1@aetna.com

Region 3B

Jefferson County



Connie Edelen

Network Relationship Manager

502-240-2122

Czedelen@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

Abbi Wilson

Network Manager

270-816-0893

Wilsona8@aetna.com

Region 5A

Anderson, Bourbon, Fayette, Franklin, Garrard, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford



Jennie Handley

Network Manager

513-659-9061

Handleyj@aetna.com



Region 5B

Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle

Becky Bowman

Network Relationship Manager

502-214-0399

BowmanB@aetna.com

Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7

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

CHI Saint Joseph Medical Group (Kentucky One)

Providers in the state of Ohio and West Virginia



Jacquelyne Pack

Network Manager

606-331-1075

Jmpack@aetna.com



Region 8

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

Providers in the state of Virginia

Krystal Risner

Network Relationship Manager

606-687-0310

Risnerk@aetna.com

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.

Providers can use the website to:

- Access the provider manual
- Access the formulary
- Access Clinical Guidelines
- Locate frequently used documents
- Register for and access the provider portal
- Access the Secure Provider Portal
- On-line Provider Directory

Visit the Website at <https://www.aetnabetterhealth.com/kentucky/>.

Secure Provider Portal

The Secure Provider Portal is a web-based platform which connects providers with real-time member information anytime. With a secure log on, providers can perform many functions within the web-based platform. Information can be obtained from the Secure Provider Portal at

<http://aetnabetterhealth-kentucky.aetna.com/>.

