



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	April 1,2024
To:	All Network Providers
From:	Provider Experience
Subject:	Transition to MCG - Milliman Guidelines
Document ID	Aetna-1788

Aetna Better Health will transition to Milliman Care Guidelines (MCG) **effective 05/01/2024**

Authorization requests created on or before midnight 04/30/2024 will be reviewed utilizing InterQual clinical guidelines. Aetna Better Health of Kentucky will continue to review authorizations established prior to 05/01/2024 using InterQual through discharge. If the member remains inpatient for a period up to sixty (60) calendar days past 05/01/2024 implementation date, providers can expect Aetna Better Health to transition the continued stay review process to MCG guidelines using the same authorization by 06/30/2024.

We will send a fax back courtesy reminder prior to the next review date of the criteria change for your awareness.

This will apply to all providers requesting Non-Urgent and Urgent authorization request types.

Aetna Better Health will continue to have InterQual guidelines available to conduct retrospective, and reviews associated with appeals and grievances for up twenty-four months after the 05/01/2024 implementation date. Additionally, InterQual PDF criteria subsets will be available upon requests to providers.

Aetna Better Health will continue to utilize American Society of Addiction Medicine (ASAM) criteria for all authorization requests for substance use inpatient and residential services. For all other substance use and behavioral health services, Aetna Better Health of Kentucky continues to follow Kentucky Department of Medicaid Services prior authorization

liberalization guidance.



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



Gina Gullo
Sr. Network Manager
502-612-9958
Rigullo@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)

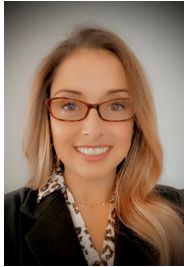
Region 1

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

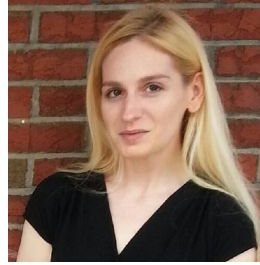
Network Manager
Behavioral Health
815-641-7411

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

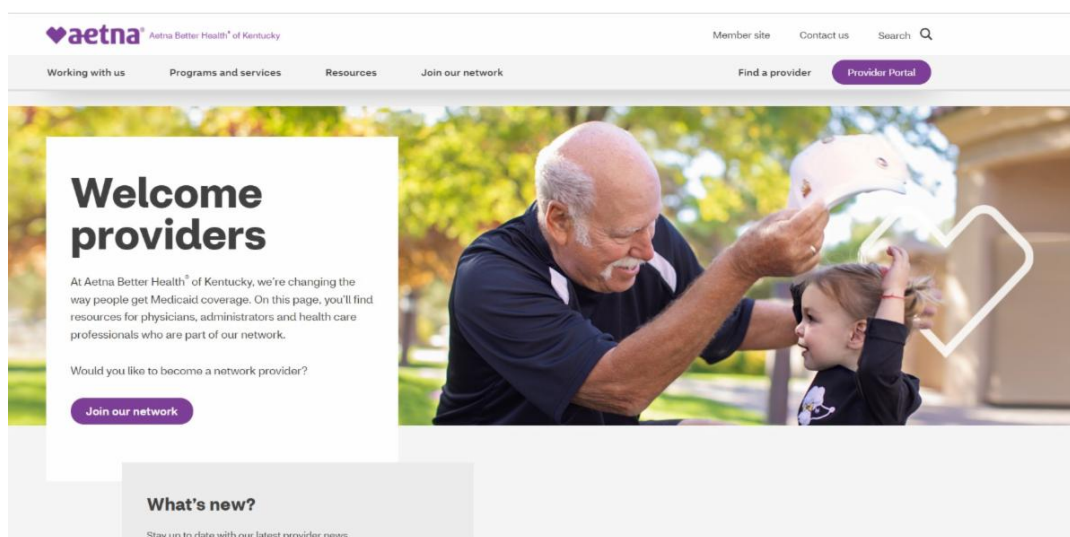
Ld. Director, Network Management

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



Aetna Better Health of Kentucky | 9900 Corporate Campus Drive , Suite 1000, Louisville , KY
40223

[Unsubscribe marstonj@aetna.com](#)

[Update Profile](#) | [Constant Contact Data
Notice](#)

Sent by [marrsm@aetna.com](#) powered by



Try email marketing for free today!