



Aetna Better Health of Kentucky
9900 Corporate Campus Drive, Suite 1000
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Network Notice

Aetna Better Health[®] of Kentucky

Supportive Managed Care Program (SMCP) – Formerly the Lock-In Program

Aetna Better Health[®] of Kentucky is implementing updates to the Supportive Managed Care Program (SMCP), previously known as the Lock-In Program. These changes are designed to better support members, streamline provider workflows, and align with current managed care requirements.

Provider Update

- The SMCP is shifting toward a care-management-driven model with more emphasis on coordinated support and member follow-through.
- Monthly lock-in payments will no longer be issued as the program transitions to this improved structure.
- Members may still be assigned to a single pharmacy or hospital when clinically necessary.
- All existing SMCP documentation, referral, and billing processes remain unchanged.
- Providers will continue to receive SMCP assignment notifications.
- Claims for medically necessary services will continue to process under normal Medicaid rules, including PA requirements and medical necessity standards.

Impact on Claims

Claims will continue to process according to:

- Medicaid coverage rules • Prior authorization requirements

- Provider network status
- Medical necessity standards

This change does not impact reimbursement for services appropriately billed for SMCP-enrolled members.

Why the Change Was Made

The update ensures the program aligns with current statewide requirements and focuses on supporting members with targeted care management and improved utilization oversight.

What Providers Need to Do

- Continue to follow SMCP guidelines for referrals and assigned members.
- Verify SMCP status as needed.
- Bill services as usual based on Medicaid rules, medical necessity, and prior authorization requirements.

Questions?

Providers who need assistance or clarification may contact the Care Management Team @ <mailto:CCofKYCaseMGMT@aetna.com> or call 855-300-5528 and ask for Care Management. We appreciate your continued commitment to serving Kentucky Medicaid members. Aetna Better Health® of Kentucky