

# Claims / Billing Education

**Sammie Asher**

Network Relations Manager  
ashers@aetna.com

2021

Volume I

- Access and Tools

Aetna-574



Aetna Better Health® of Kentucky

# Agenda

## As part of your Aetna Better Health of Kentucky's monthly claims and billing education, we will:

- Review updated Website
- Introduce Availity – New Provider Web Portal
- Discuss Change Healthcare Web Connect Tool
- Inform the importance of EFT/ERA Registration

### Network Manager Spotlight –

- **Dustin Johnson -**  
Supporting Kentucky Youth-Statewide  
Region 3 – Behavioral Health Providers  
Community Mental Health Centers
- **Michelle Marrs-**  
Supporting Kentucky Youth-Statewide

---

**Web Site**

---

# Welcome to our new look



 **Aetna**® Aetna Better Health® of Kentucky

[Provider site](#) [Español](#) [Contact us](#) [Search](#) 

[What's covered?](#) [Apply or renew](#) [For members](#) [Health and wellness](#) [Member Portal](#) [Find a provider](#)

## Aetna Better Health® of Kentucky



We're changing the way people get Medicaid. And take care of you even when you're not sick. Start on your path to better health today.

[Become a member](#)

**You're about to leave the member website**

This link will take you to the Aetna Better Health® of Kentucky provider website. It contains information for health care professionals. If you don't want to leave the member site, click or tap the "x" in the upper right hand corner.

[Continue to the provider site](#)

# Provider Website

## Welcome providers

At Aetna Better Health<sup>®</sup> of Kentucky, we're changing the way people get Medicaid coverage. On this page, you'll find resources for physicians, administrators and health care professionals who are part of our network.

Would you like to become a network provider?

[Join our network](#)



### What's new?

Stay up to date with our latest provider news.

# To Join our Network

## Welcome providers

At Aetna Better Health® of Kentucky, we're changing the way people get Medicaid coverage. On this page, you'll find resources for physicians, administrators and health care professionals who are part of our network.

Would you like to become a network provider?

[Join our network](#)



### What's new?

Stay up to date with our latest provider news.

# Provider Nomination Form

**Join our network**

Do you want to join the Aetna Better Health® of Kentucky network? You can get started by filling out a provider nomination form. Then you can email the form to Kentucky provider updates.

[Provider nomination form \(PDF\)](#)

### Why our network?

We'll work with you to understand your business and meet your needs — no matter what services you offer or where you offer them. When you take part in our strong provider network, you benefit from:

- Competitive compensation
- Ongoing support and learning opportunities
- Timely and efficient claims processing
- Advanced technology to help enhance patient care

### Your Provider Relations team

After you join our network, we'll assign your facility a Network Relations Representative. They'll be your primary point of contact with our plan, sharing important information with you. They'll also help you with any administrative or operational concerns.

Your Provider Relations team manages the network. And they'll work to:

- Share our administrative policies and procedures
- Communicate changes and updates that help you in the efficient administration of our plans
- Advocate on your behalf to resolve issues
- Manage changes to your demographic information

**Have a question?**  
You can [email Provider Relations](#). Or call 1-855-454-0061 (TTY: 711).

Email completed form to [KYProvidersUpdates@aetna.com](mailto:KYProvidersUpdates@aetna.com)

# Notices and Newsletters

The screenshot displays the Aetna website interface. At the top left is the Aetna logo with the tagline "Aetna Better Health of Kentucky". To the right are links for "Member site", "Contact us", and a search icon. Below the header is a navigation bar with links for "Working with us", "Programs and services", "Resources", "Join our network", "Find a provider", and a "Provider Portal" button. The main content area features a section for network providers with a "Join our network" button. Below this is a "What's new?" section with a "See notices and newsletters" link and a large purple arrow icon. The "Supporting Kentucky Youth (SKY) program" section includes an icon of hands holding a heart, a descriptive paragraph, and a "Learn more about SKY" link. At the bottom is a "Getting started" section with introductory text.

**aetna** Aetna Better Health of Kentucky

Member site Contact us Search

Working with us Programs and services Resources Join our network Find a provider **Provider Portal**

resources for physicians, administrators and health care professionals who are part of our network.

Would you like to become a network provider?

**Join our network**

**What's new?**

Stay up to date with our latest provider news.

[See notices and newsletters >](#)

**Supporting Kentucky Youth (SKY) program**

We're proud to serve all youth in Kentucky's child welfare and juvenile justice systems. We're here to help members, and those who support them, with the tools they need to be successful.

[Learn more about SKY >](#)

**Getting started**

Here are some helpful provider links if you're new to our network.

# Notices and newsletters

Stay up to date on the latest provider news and helpful info.

## 2021

[Newsletters](#) 

[Fax blasts](#) 

## 2020

[Newsletters](#) 

[Fax blasts](#) 

resources for physicians, administrators and health care professionals who are part of our network.

Would you like to become a network provider?

[Join our network](#)



## What's new?

Stay up to date with our latest provider news.

[See notices and newsletters >](#)



## Supporting Kentucky Youth (SKY) program

We're proud to serve all youth in Kentucky's child welfare and juvenile justice systems. We're here to help members, and those who support them, with the tools they need to be successful.

[Learn more about SKY >](#)



## Getting started

Here are some helpful provider links if you're new to our network.

## SKY program

Aetna Better Health<sup>®</sup> of Kentucky is proud to serve all youth in Kentucky's child welfare and juvenile justice systems. We'll provide training materials and support to help you understand how this program works. And we'll show you some valuable info and tools to help you take care of SKY members. You can get started by downloading the SKY companion guide (PDF).



## Provider network

The Aetna<sup>®</sup> provider network is designed to support the complex needs of SKY members beyond traditional facilities, clinics and providers. It also includes community advocates, peer support, specialty pharmacies and family/caregivers. Our network of hospitals and specialists, including both physical and behavioral health providers, serves as the foundation to meet the needs of SKY members.

Aetna manages SKY Medicaid benefits by:

- Maintaining a list of providers and facilities adequate to deliver all covered services



### Have a question?

You can call Provider Relations at 1-855-300-5528 (TTY: 711).

And check out our

# New Providers

## Getting started

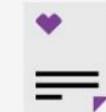
Here are some helpful provider links if you're new to our network.



### Orientation and training

Learn how we can help you be successful.

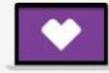
[Start your orientation today >](#)



### Provider manual (PDF)

Questions? Your provider manual has the answers you need.

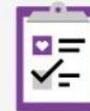
[Get the provider manual \(PDF\)](#)



### Provider Portal

Request access to check member eligibility and benefits.

[Access Provider Portal >](#)



### Provider forms

You can find all the forms you need right here.

[Access the forms you need >](#)



## About us

Aetna Better Health of Kentucky is part of Aetna<sup>SM</sup>, one of the nation's leading health care providers and a part of the CVS Health<sup>SM</sup> family. We have over 30 years of experience serving Medicaid populations, including children, adults and people with disabilities or other serious health conditions.

We bring our national experience to your communities. We understand how important it is to get care close to home. We are proud to be members of your communities, living and working here in Kentucky. You can go to the [Aetna Better Health website](#) to learn more.

# Getting Started

## Our training

At Aetna Better Health<sup>®</sup> of Kentucky, we make sure our providers have the right tools and resources to take care of our members. We've gathered some helpful links and training videos to make your transition to our network as smooth and easy as possible.

### Getting started

When you join our network, you'll have an orientation before you start seeing members. After that, you'll be able to continue your training and education with:

- Periodic provider newsletters and bulletins with updates and reminders
- Routine visits to your office for provider-focused education
- Individual or group training sessions on topics like:
  - Claims coding
  - Appointment availability standards
  - Member benefits
  - Website navigation



#### Have a question?

Call Provider Relations at 1-855-300-5528 (TTY: 711). Or [email provider orientation](#).

### Helpful training links

# Training Resources

The screenshot shows the Aetna website's "Training Resources" page. At the top, the Aetna logo and "Aetna Better Health® of Kentucky" are on the left, and "Member site", "Contact us", and "Search" are on the right. Below the header, navigation links include "Working with us", "Programs and services", "Resources" (which is highlighted), and "Join our network". On the right side of the navigation bar, there are links for "Find a provider" and a purple "Provider Portal" button. The main content area is titled "Helpful training links" and contains two dropdown menus: "Training" and "Resources". To the right of these links is a mobile phone icon and a "Have a question?" section with contact information: "Call Provider Relations at 1-855-300-5528 (TTY: 711). Or [email provider orientation](#)." Below this is a section titled "Other training and resources" which includes three sub-sections: "Cultural competency", "Trauma-informed care", and "Trauma-informed care toolkit". Each sub-section contains a short paragraph of text. On the left side of this section is a photograph of a woman in a white apron looking at a tablet.

**Helpful training links**

- Training
- Resources

**Have a question?**

Call Provider Relations at 1-855-300-5528 (TTY: 711). Or [email provider orientation](#).

**Other training and resources**

**Cultural competency**

We don't discriminate against people due to their race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information or medical history, ability to pay, or ability to speak English. You can visit our cultural competency page to [learn more about cultural competency training](#).

**Trauma-informed care**

Trauma-informed care responds to the impact of trauma through recognition and understanding. We take our members' safety and ability to make their own choices seriously. You can [learn more about trauma-informed care by watching this video](#). Or visit the [Center of Excellence for Integrated Health Solutions \(CoE\) website](#).

**Trauma-informed care toolkit**

You can find webinars, educational materials and other helpful training resources on the [Provider Portal](#). You can also find helpful resources that can help you with provider fatigue and burnout.

# Provider Manual

 **Aetna**® Aetna Better Health® of Kentucky

Member site   Contact us   Search 

Working with us   Programs and services   Resources   Join our network   Find a provider   **Provider Portal**

## Getting started

Here are some helpful provider links if you're new to our network.



### Orientation and training

Learn how we can help you be successful.

[Start your orientation today >](#)



### Provider manual (PDF)

Questions? Your provider manual has the answers you need.

[Get the provider manual \(PDF\)](#)



### Provider Portal

Request access to check member eligibility and benefits.

[Access Provider Portal >](#)



### Provider forms

You can find all the forms you need right here.

[Access the forms you need >](#)



## About us

Aetna Better Health of Kentucky is part of Aetna®, one of the nation's leading health care providers and a part of the CVS Health® family. We have over 30 years of experience serving Medicaid populations, including children, adults and people with disabilities or other serious health conditions.

We bring our national experience to your communities. We understand how important it is to get care close to home. We are proud to be members of your communities, living and working here in Kentucky. You can go to the [Aetna Better Health website](#) to learn more.



**Aetna Better Health® of Kentucky  
2021 Provider Manual**

Updated: 12/2020



## WELCOME

Welcome to Aetna Better Health® of Kentucky. We are pleased that you are part of our network of providers. We are committed to providing accessible, high quality service to our members in Kentucky, and we greatly appreciate our providers' efforts in helping us achieve that goal.

[3]

<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/kentucky/providers/pdfs/ABHKY%20Provider%20Manual.pdf>

# Provider Forms

The screenshot shows the Aetna website's 'Getting started' section for providers. At the top, the Aetna logo is on the left, and navigation links for 'Member site', 'Contact us', and 'Search' are on the right. Below this is a secondary navigation bar with 'Working with us', 'Programs and services', 'Resources', and 'Join our network' on the left, and 'Find a provider' and a highlighted 'Provider Portal' button on the right. The main content area is titled 'Getting started' and includes a sub-header: 'Here are some helpful provider links if you're new to our network.' There are four main cards: 1. 'Orientation and training' with a magnifying glass icon, text 'Learn how we can help you be successful.', and a link 'Start your orientation today >'. 2. 'Provider manual (PDF)' with a document icon, text 'Questions? Your provider manual has the answers you need.', and a link 'Get the provider manual (PDF)'. 3. 'Provider Portal' with a laptop icon, text 'Request access to check member eligibility and benefits.', and a link 'Access Provider Portal >'. 4. 'Provider forms' with a clipboard icon, text 'You can find all the forms you need right here.', and a link 'Access the forms you need >'. A large purple arrow graphic points from the 'Provider forms' card towards the left. Below these cards is an 'About us' section featuring a photo of a smiling woman and an older man, followed by text describing Aetna's history and commitment to the community.

**Getting started**

Here are some helpful provider links if you're new to our network.

**Orientation and training**

Learn how we can help you be successful.

[Start your orientation today >](#)

**Provider manual (PDF)**

Questions? Your provider manual has the answers you need.

[Get the provider manual \(PDF\)](#)

**Provider Portal**

Request access to check member eligibility and benefits.

[Access Provider Portal >](#)

**Provider forms**

You can find all the forms you need right here.

[Access the forms you need >](#)

**About us**

Aetna Better Health of Kentucky is part of Aetna®, one of the nation's leading health care providers and a part of the CVS Health® family. We have over 30 years of experience serving Medicaid populations, including children, adults and people with disabilities or other serious health conditions.

We bring our national experience to your communities. We understand how important it is to get care close to home. We are proud to be members of your communities, living and working here in Kentucky. You can go to the [Aetna Better Health website](#) to learn more.

#### General materials and info

-  [Provider manual \(PDF\)](#)
-  [Network Relations contact list \(PDF\)](#)
-  [Network Relations Quick Reference Guide \(PDF\)](#)

#### Behavioral health

-  [FAQ for alcohol and substance use Screening, Brief Intervention, Referral to Treatment \(SBIRT\) \(PDF\)](#)

## Forms

#### Universal Department of Medicaid Services (DMS) forms

-  [Prior authorization form \(PDF\)](#)
-  [Sterilization consent form \(PDF\)](#)
-  [Provider grievance form \(PDF\)](#)
-  [Provider appeal form \(PDF\)](#)

#### Provider forms

-  [Case management referral form \(PDF\)](#)
-  [Electronic remittance advice \(ERA\) form \(PDF\)](#)
-  [Electronic funds transfer \(EFT\) form \(PDF\)](#)
-  [Member authorization release for standard appeal \(PDF\)](#)
-  [Primary care physician \(PCP\) change form \(PDF\)](#)
-  [Prenatal notification form \(PDF\)](#)
-  [Prior authorization fax form \(PDF\)](#)
-  [Provider credentialing information/request form \(PDF\)](#)

#### Behavioral health forms

-  [Electroconvulsive therapy \(ECT\) and transcranial magnetic stimulation \(TMS\) request form \(PDF\)](#)
-  [Psychological and neuropsychological test request form \(PDF\)](#)
-  [Outpatient treatment request \(OTR\) form \(PDF\)](#)
-  [Applied behavioral analysis \(ABA\) OTR form \(PDF\)](#)

# Grievances and appeals

## Helpful links



### Grievances and appeals

Learn more about filing a grievance or an appeal.

[Go to grievances and appeals >](#)



### Claims

Learn more about how to submit and check the status of claims.

[Go to claims >](#)



### Prior authorization (PA)

Learn how to request PA.

[Go to PA >](#)

Need help or have questions?

## We've got your back

### Get connected

Find contact info.  
[Contact us >](#)

### We're here for you

Questions? Your Network Relations manager can help.

[Find your Network Relations manager \(PDF\)](#)



## Contact us

1-855-300-5528 (TTY: 711)

Monday to Friday, 7 AM to 7 PM ET

[Contact us](#)  
[Provider Portal login](#)  
[Find a provider](#)  
[Member site](#)

[Grievances and appeals](#)  
[Fraud, waste and abuse](#)  
[Member rights and responsibilities](#)

[Non-discrimination notice and language assistance](#)  
[Privacy policy](#)  
[Legal statement](#)  
[Aetna careers](#)

# Grievances and appeals

## Filing a grievance

The provider grievance process is for providers to voice grievances about us, our contracted vendors or other issues that:

- Don't request review of an action
- Require a written decision

Both in-network and out-of-network providers may file a verbal grievance with us. We can resolve these outside the formal appeal and grievance process. Provider grievances could be based on things like:

- Policies and procedures
- One of our decisions
- A disagreement about whether a service, supply or procedure is a covered benefit, is medically necessary or is done in the appropriate setting

Some provider grievances are subject to the member grievance process. In these cases, we transfer them. These include grievances:

- From a provider on behalf of a member with written consent (except for an expedited request)
- That don't require written consent from the member



### Questions?

Just check your provider manual (PDF) for answers about grievances and appeals.

## Filing an appeal

### Provider appeal process

The provider appeal process is for provider grievances that:

- Require review because they can't be resolved through the informal grievance process
- Request review of an action
- Require a written decision

You can file an appeal within 90 days of receiving a Notice of Action. We'll send an acknowledgment letter within 5 business days. The letter summarizes the appeal and tells how to:

- Revise the appeal within the time frame specified in the acknowledgment letter
- Withdraw an appeal at any time up to the Appeal Committee review

The Appeals and Grievance Manager presents the appeal, along with all research, to the Appeal Committee for decision. The Appeal Committee includes a provider with the same or a similar specialty. They'll consider the additional information and make an appeal decision.

For standard appeals, we'll always send you a letter within five business days to let you know we received your info. If you're concerned that we didn't receive your fax, letter or call,

# Claims

## Helpful links



### Grievances and appeals

Learn more about filing a grievance or an appeal.

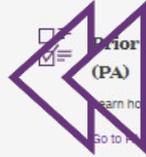
[Go to grievances and appeals >](#)



### Claims

Learn more about how to submit and check the status of claims.

[Go to claims >](#)



### Prior authorization (PA)

Learn how to request PA.

[Go to PA >](#)

Need help or have questions?

## We've got your back

### Get connected

Find contact info.  
[Contact us >](#)

### We're here for you

Questions? Your Network Relations manager can help.

[Find your Network Relations manager \(PDF\)](#)



## Contact us

1-855-300-5528 (TTY: 711)

Monday to Friday, 7 AM to 7 PM ET

[Contact us](#)  
[Provider Portal login](#)  
[Find a provider](#)  
[Member site](#)

[Grievances and appeals](#)  
[Fraud, waste and abuse](#)  
[Member rights and responsibilities](#)

[Non-discrimination notice and language assistance](#)  
[Privacy policy](#)  
[Legal statement](#)  
[Aetna careers](#)

## Claims

You can file claims with Aetna Better Health<sup>®</sup> of Kentucky electronically or through the mail. We work to streamline the way we process claims. And improve payment turnaround time, so you can save time and effort.



### You can submit a claim:

#### Online



You can submit claims or resubmissions online through WebConnect. This is our provider claims submission portal via Change Healthcare (formerly known as Emedent). To register, just choose "WebConnect portal" below and follow the prompts to "Enroll New Customer." Use 12BKY for your payer ID.

[WebConnect portal](#)

[WebConnect user guide \(PDF\)](#)



#### Questions\*

You can download the provider manual (PDF). Or call Provider Relations at 1-855-300-5528 (TTY: 711).

#### By mail

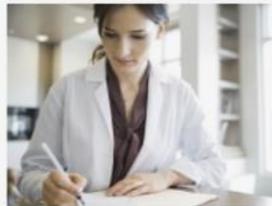
You can also mail hard copy claims or resubmissions to:

Aetna Better Health of Kentucky  
Claims and Resubmissions  
PO Box 65195  
Phoenix, AZ 85082-6125

Use 12BKY for your payer ID. Resubmitted claims should have "resubmission" marked clearly on the claim form to avoid being denied as a duplicate.

[CMS-1500 sample \(PDF\)](#)

[UB-04 sample \(PDF\)](#)



# Prior authorization

## Helpful links



### Grievances and appeals

Learn more about filing a grievance or an appeal.

[Go to grievances and appeals >](#)



### Claims

Learn more about how to submit and check the status of claims.

[Go to claims >](#)



### Prior authorization (PA)

Learn how to request PA.

[Go to PA >](#)



Need help or have questions?

## We've got your back

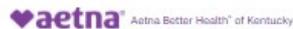
### Get connected

Find contact info.  
[Contact us >](#)

### We're here for you

Questions? Your Network Relations manager can help.

[Find your Network Relations manager \(PDF\)](#)



## Contact us

1-855-300-5528 (TTY: 711)

Monday to Friday, 7 AM to 7 PM ET

[Contact us](#)  
[Provider Portal login](#)  
[Find a provider](#)  
[Member site](#)

[Grievances and appeals](#)  
[Fraud, waste and abuse](#)  
[Member rights and responsibilities](#)

[Non-discrimination notice and language assistance](#)  
[Privacy policy](#)  
[Legal statement](#)  
[Aetna careers](#)

# Prior authorization

Some types of care need prior authorization (PA), or approval, *before* you receive them. Read on to learn more about PA.



## What is PA?

Some services and supplies need approval from your health plan first. Here are some common things that need PA:

- Overnight hospital stays
- Services outside of our service area
- Major surgeries
- Specialist visits
- Expensive medication

Your provider must check to see if PA is needed before they provide the service. They can get the full list on their [Provider Portal](#).

You can get the most current list, too. Just check your member handbook on our [Member materials and forms page](#). Or call us at 1-855-300-5528 (TTY: 711). We're here Monday through Friday, 7 AM to 7 PM ET.

You never need PA for emergencies, even when you're outside of our network.

## How PA works

Here's what you can expect from the PA process:

- Your provider will give us info about the care they think you need.
- One of our plan providers will review the info. If they don't think the care is medically necessary, another plan provider will review the info.
- We'll decide within 2 business days after we receive your request.
- If we need more info, we'll ask your provider for it. They'll have 14 days to submit the info. If we receive more info, we'll consider it and reply within 2 business days. If we don't receive more info, we'll approve or deny the care based on the info we have.
- You and your provider will get a letter or call with approval or denial of the care. If we deny your care, we'll explain why.
- You can also [file an appeal](#) if we deny the care. Your PCP can file an appeal for you, with your written permission.



# Provider Portal



## Welcome providers

At Aetna Better Health<sup>®</sup> of Kentucky, we're changing the way people get Medicaid coverage. On this page, you'll find resources for physicians, administrators and health care professionals who are part of our network.

Would you like to become a network provider?

[Join our network](#)



### What's new?

Stay up to date with our latest provider news.

# Log in to access

**aetna** Aetna Better Health<sup>®</sup> of Kentucky

Member site Contact us Search

Working with us Programs and services Resources Join our network Find a provider **Provider Portal**

## Provider Portal

In 2021, Aetna Better Health<sup>®</sup> / Medicaid is transitioning from the Medicaid Web Portal (MWP) to Availity as our Provider Portal. During that time, you'll be able to access both portals. To register, follow the steps on this page.

### Dates to know about Availity

In mid-January 2021, we'll start using the Availity Provider Portal. Here are the dates you'll be able to use certain features of Availity:

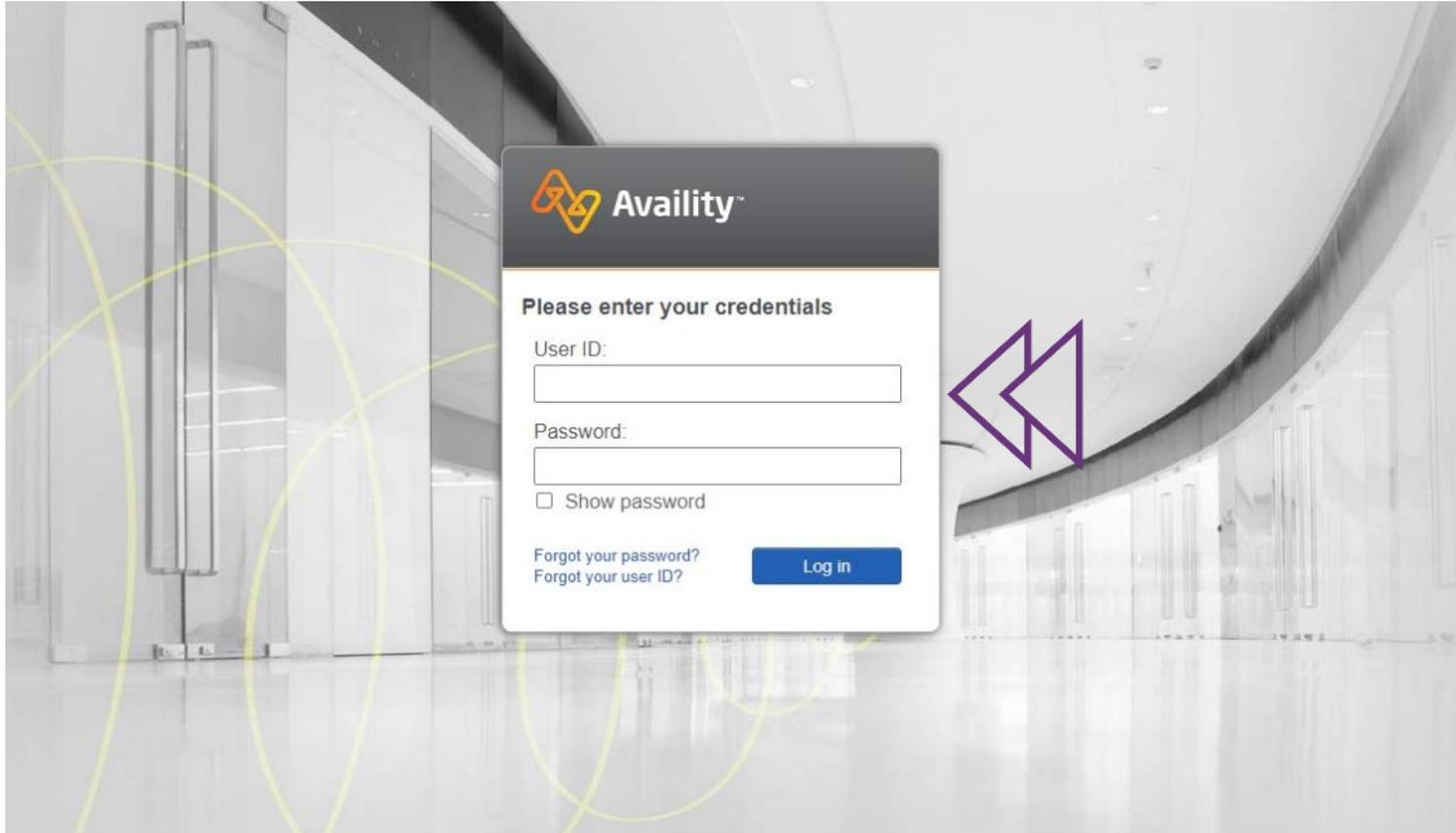
Starting January 19, 2021

#### Login

You can sign into the:

- [Availity Provider Portal](#)
- [Medicaid Web Portal](#)

—  
**Availity**  
—



<https://www.availity.com/provider-portal-registration>

# Availity Training

The screenshot displays the Availity Web Portal interface. At the top, the browser address bar shows the URL <https://apps.availity.com/public/apps/home/#!/>. The navigation bar includes the Availity logo, Home, Notifications, My Favorites, and a dropdown menu for Kentucky. A search bar is located on the right side of the navigation bar. Below the navigation bar, the main content area is divided into several sections:

- Notification Center:** A section titled "Notification Center" with the message "You have no notifications."
- My Top Applications:** A row of four application tiles: "Claim Status" (CS), "Eligibility and Benefits Inquiry" (EB), "Authorizations & Referrals" (A&R), and "Professional Claim" (PC).
- News and Announcements:** A section titled "News and Announcements" with a "NEW ALERT" badge. It contains two news items:
  - Remittance Advice and EOPs Now Available for Passport Health Plan by Molina Healthcare (Medicaid)** (03/19/2021): Passport Health Plan providers, access to online Availity remittance information and downloadable EOPs is available for Dates of Service 1/1/21 and after. Go to [More...](#)
  - Scheduled Enhancement for Passport Health Plan** (03/18/2021): The Claims Template Portal Application through Passport Health Plan's Payer Space is currently unavailable for claims submission. Claims may be submitted [More...](#)
- Right Sidebar:** A user profile for Sammie Asher (AsherS@aetna.com) with a "My Job Title" field. Below the profile is a "Help & Training" dropdown menu with options: Find Help, Payer Help, Get Trained, Availity Support, View Network Outages, My Account, My Administrators, Manage My Organization, 'How To' Guide for Dental Providers, Enrollments Center, and EDI Companion Guide. Below the menu is a "Providers: Did you know ..." banner with the text "submit your Aetna appeals on Availity?" and an Aetna logo. At the bottom of the sidebar is a "Question of the Week" section.

A purple arrow graphic points from the right towards the "My Top Applications" section.

# Availity Provider Portal

## Current Functionalities

- ✓ Payer Spaces
- ✓ Claim Submission Links (CHC)
- ✓ Contact Us messaging
- ✓ Claim Status Inquiry
- ✓ Appeal & Grievance Submissions
- ✓ Reports (Ambient)
- ✓ Prior Authorization – Submission and Status Lookup

## Future Functionality Releases

Coming in April

- Eligibility and Benefits

Coming Q3 2021

- Remit PDF
- Enhanced Panel Roster
- Enhanced G&A Tool

Our communications will be transitioning from fax blast to email. Keeping our providers informed is our priority. If you have not yet reached out to us to ensure we have your most recent email address, we ask that you do so now.

How to submit your most updated email address to us?

It's simple, send us an email at [KYProviderUpdates@aetna.com](mailto:KYProviderUpdates@aetna.com)

- Please use the subject line “Email Address Update” Include the NPI to update

---

# **Change Healthcare Web Connect Tool**

---

# Web Connect Tool

We are pleased to announce the availability of our new and improved solution for verifying member information and submitting claims to Aetna Better Health of Kentucky.

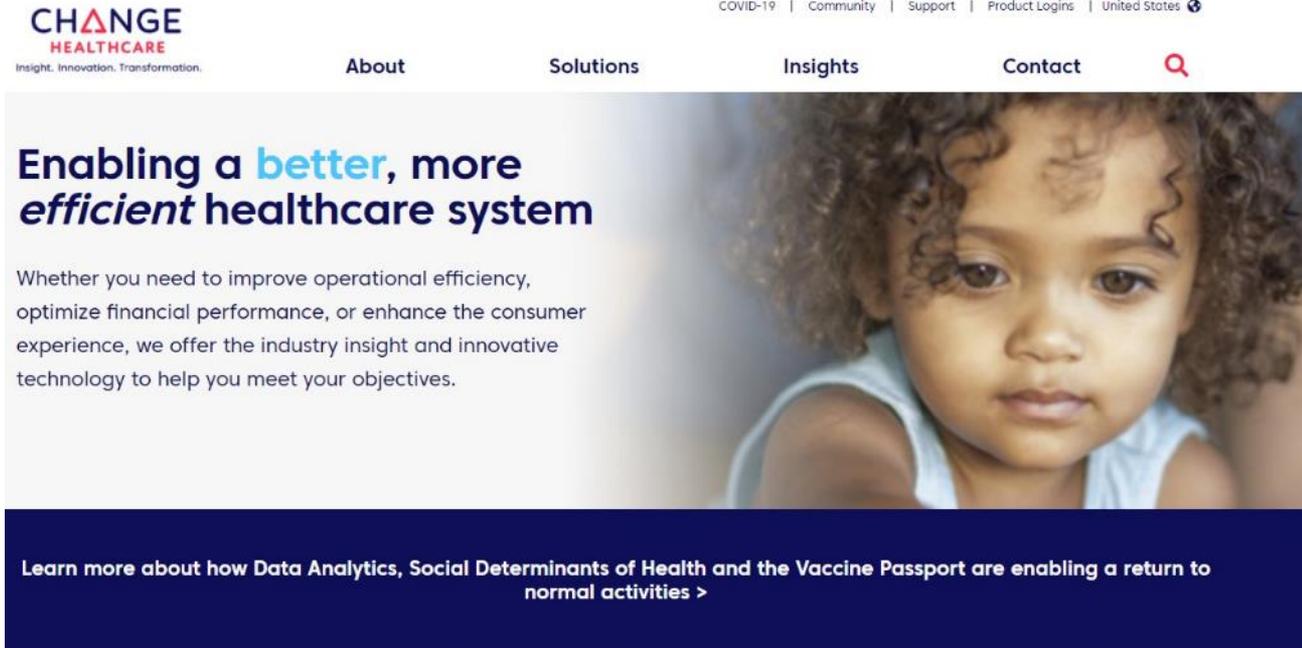
Within the next two months, ConnectCenter will replace Emdeon Office, giving you a more reliable, more complete way to submit claims, all at no cost to you. You will be able to use your ConnectCenter and Emdeon Office accounts at the same time until 4/30/2021.

Here are a few improvements you can look forward to with ConnectCenter:

- Claims users no longer need to choose between data entry of claims and upload of 837 files. All users may do both. Secondary and tertiary claims can be submitted
- Institutional claims are supported.
- Claims created online are fully validated in real-time so that you can correct them in real-time.
- Whether you upload your claims or create them online, your claim reports are integrated with the claim correction screen for ease in follow-up.
- Dashboard and work list views makes managing your billing to-do list a snap



# Getting Started



The screenshot shows the top portion of the CHANGE Healthcare website. At the top left is the logo for CHANGE HEALTHCARE with the tagline "Insight. Innovation. Transformation." Below the logo are navigation links for "About", "Solutions", "Insights", and "Contact", along with a search icon. To the right of the logo are links for "COVID-19", "Community", "Support", "Product Logins", and "United States" with a globe icon. The main content area features a large image of a young child with curly hair. Overlaid on the left side of the image is the text: "Enabling a better, more efficient healthcare system". Below this is a paragraph: "Whether you need to improve operational efficiency, optimize financial performance, or enhance the consumer experience, we offer the industry insight and innovative technology to help you meet your objectives." At the bottom of the image is a dark blue banner with white text: "Learn more about how Data Analytics, Social Determinants of Health and the Vaccine Passport are enabling a return to normal activities >".

Signing up for ConnectCenter is easy. To begin the process, simply access the custom URL assigned to Aetna Better Health of Kentucky:

<https://physician.connectcenter.changehealthcare.com/#!/site/home?vendor=2145593>

---

# **EFT/ERA Registration**

---

# Electronic Funds Transfer (EFT)

## Electronic Funds Transfer (EFT)



EFT is an option for claims payment at no cost to our providers. Providers receive payment efficiently deposited directly into the provider's bank account. However, a print-ready PDF of your paper remittance advice is available through the provider portal at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)**.

To enroll in EFT, complete the form found on the Aetna Better Health website **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)** or simply contact your Network Manager/Network Relationship Manager.



## Electronic Remittance Advice (ERA)

ERA allows providers to auto post payments quickly and efficiently. To enroll for ERA, the provider should call their practice management software (PMS) vendor or hospital information system (HIS) vendor for details. Aetna Better Health ERAs are made available from CHANGE Healthcare Business Services (Change Healthcare).

To enroll in ERA, complete the form found on the Aetna Better Health website **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)** or contact your Network Manager/Network Relationship Manager.



discharge date. You have 180 days from the paid date to resubmit a revised version of a processed claim.



**Questions?**

You can download the provider manual (PDF). Or call Provider Relations at 1-855-300-5526 (TTY: 711).

## Electronic funds transfer (EFT)

EFT makes it possible for us to deposit electronic payments directly into your bank account. You can get an EFT form here or on our Provider Portal. Some of the benefits of setting up an EFT include:

- Improved payment consistency
- Fast, accurate and secure transactions
- Payments sent directly into your bank account

 [EFT form \(PDF\)](#)

[Go to portal >](#)



## Electronic remittance advice (ERA)

ERA refers to an electronic file that contains claim payment and remittance information sent to your office. The benefits of an ERA include:

- Reduced manual posting of claim payment information, which saves you time and money, allowing you to more efficiently manage your resource
- Elimination of the need for paper Explanation of Benefits (EOB) statements

 [ERA form \(PDF\)](#)

[Go to portal >](#)



## How can I resubmit a claim?

A claim can be resubmitted through WebConnect or by mail. If you resubmit through the WebConnect portal, you'll need to identify your resubmission with a "T" in the indicator field. If you choose to resubmit by mail, please include the following:

- An updated copy of the claim — all lines must be rebilled
- A copy of the original claim (reprint or copy is acceptable)
- A copy of the remittance advice on which the claim was denied or incorrectly paid
- A brief note describing the requested correction
- Any additional required documentation

---

**Questions? We've got your back.  
Just call our Network Relations  
Department at 1-855-454-0061 or  
contact your Network Manager  
directly at any time.**

---



## Aetna Better Health® of Kentucky

### 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 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: <a href="mailto:KyProviderUpdates@aetna.com">KyProviderUpdates@aetna.com</a>	
General forms, ERA enrollments, or general questions can be sent to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a>	
Supporting Kentucky Youth, SKY Liaison Statewide	 Michelle Marrs Network Relations Manager, SKY Liaison 859-221-4737 <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a>
 Supporting Kentucky Youth - Statewide Region 3 Behavioral Health Providers All Regions - Community Mental Health Centers	Dustin Johnson SKY Network Manager 502-648-6526 <a href="mailto:Johnsond38@Aetna.com">Johnsond38@Aetna.com</a>

<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:Smith3@Aetna.com">Smith3@Aetna.com</a></p>
 <p>Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Epharim McDowell Kentucky Primary Care Association The Physicians Network</p>		<p>Becky Marcum Network Relations Manager (606) 350-0579 <a href="mailto:marcumr@aetna.com">marcumr@aetna.com</a></p>
<p>Baptist Health System King's Daughters Medical System LifePoint Health System Norton Healthcare System St. Claire Medical Center University of Kentucky System University of Louisville System</p>		<p>Trista Gibson Network Manager 606-305-2705 <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
<p>Region 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rgullo@Aetna.com">Rgullo@Aetna.com</a></p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>		<p>Connie Edelen Network Relations Manager 502-240-2122 <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>		<p>Sammie Asher Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>

	<p>Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</p>	<p>Becky Bowman Network Relations Manager 502-214-0399 <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 <a href="mailto:Jmpack@Aetna.com">Jmpack@Aetna.com</a></p>
	<p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network Manager 606-687-0310 <a href="mailto:Risnerk@Aetna.com">Risnerk@Aetna.com</a></p>



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](http://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
- Online claim submission
- EFT registration
- PA submission and look up
- Claim status look up
- Grievance and appeals submission

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>



# Network Manager Spotlight

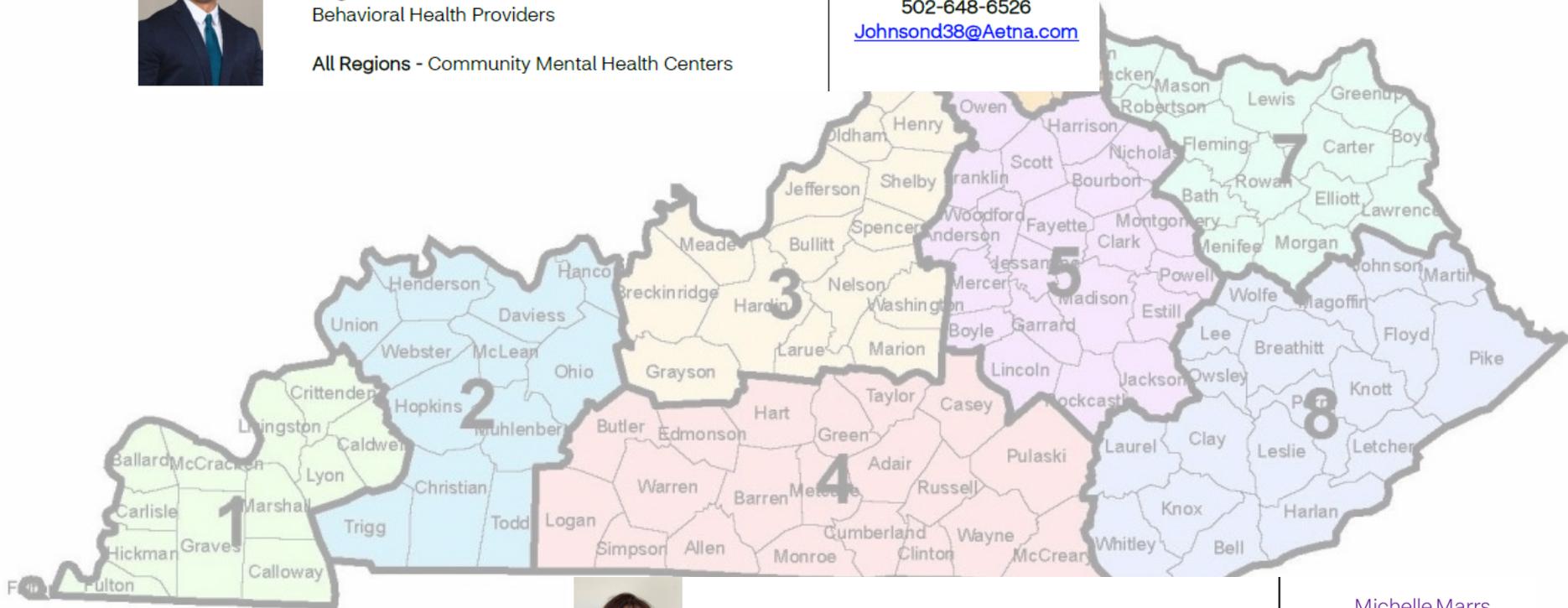


Supporting Kentucky Youth

Region 3  
Behavioral Health Providers

All Regions - Community Mental Health Centers

Dustin Johnson  
SKY Network Manager  
502-648-6526  
[Johnsond38@Aetna.com](mailto:Johnsond38@Aetna.com)



Supporting Kentucky Youth, SKY Liaison

Michelle Marrs  
Network Relations  
Manager, SKY  
Liaison  
859-221-4737  
[MarrsM@Aetna.com](mailto:MarrsM@Aetna.com)

**Thank  
you**



