

# Claims / Billing Education

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2021

Volume III

- Eligibility and Benefits
- Member Billing
- Outside Vendors

Aetna-592



Aetna Better Health® of Kentucky

# Agenda

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

- Eligibility and Benefits
- Member Billing
- Outside Vendors including Vision and Dental Benefits
- **Network Manager Spotlight – Gina Gullo** - Regions 1 and 2
  - Region 1  
Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken
  - Region 2  
Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster
  - State of Indiana

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# Eligibility and Benefits

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# Verifying Eligibility & Benefits



**Eligibility:** Presentation of an Aetna ID card is not a guarantee of eligibility. The Provider is responsible for verifying a member's current enrollment status before providing care.

**Benefits:** Benefits vary. Prior to rendering service, verify that the service is a covered benefit under the member's plan.

**Member Eligibility and Benefits can be verified two ways:**



Through the Secure Web  
Portal at

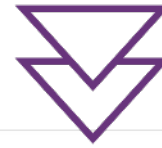
<https://www.aetnabetterhealth.com/kentucky/providers/index.html>





Call the Member Services  
department at:

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

# Provider Portal Access




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

Provider siteEspañolContact usSearch 


What's covered?Apply or renewFor membersHealth and wellnessMember PortalFind a provider

# Aetna Better Health<sup>®</sup> 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.



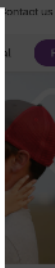
Become a member

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

You're about to leave the member website

This link will take you to the Aetna Better Health<sup>®</sup> 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



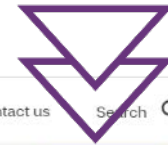
# Provider Portal



Member site

Contact us

Search 



Working with us

Programs and services

Resources

Join our network

Find a provider

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

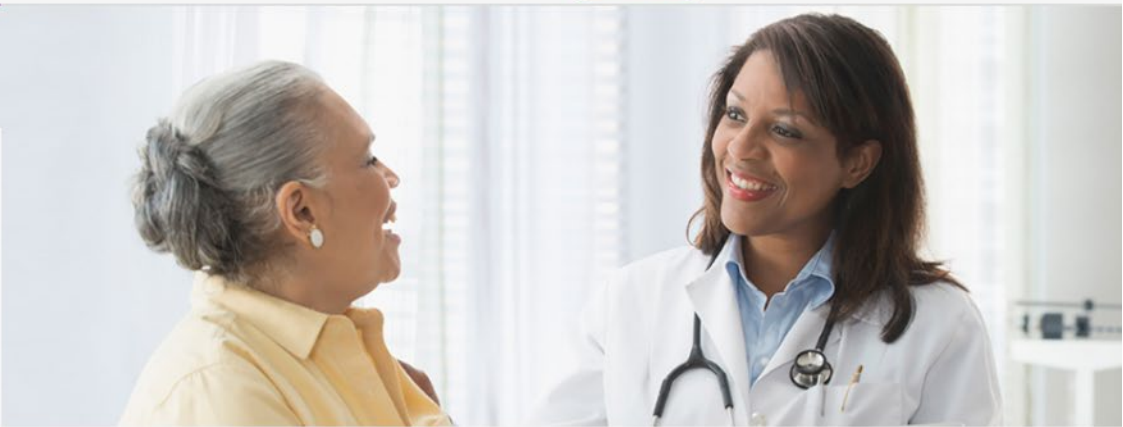
 Aetna Better Health® of Kentucky

[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® / 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 >](#)




# Medicaid Provider Portal Access

https://medicaid.aetna.com/MWP/login.fcc?TYPE=33554433&REALMOID=06-8b99ae55-7f0b-42c8-bb2c-ad6a6000c7ee&GUID=&SMAUTHR

Provider Secure Web Portal | Ae... Login

Español

 Aetna Better Health® of Kentucky

User Name (Medicaid)  
  
[I have forgotten my user name](#)

Password  
  
[I have forgotten my password](#)


**Sign In**

**Why register for this secure web portal?**

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please Sign In.

Please register if you are a current provider or member and wish to access your account.

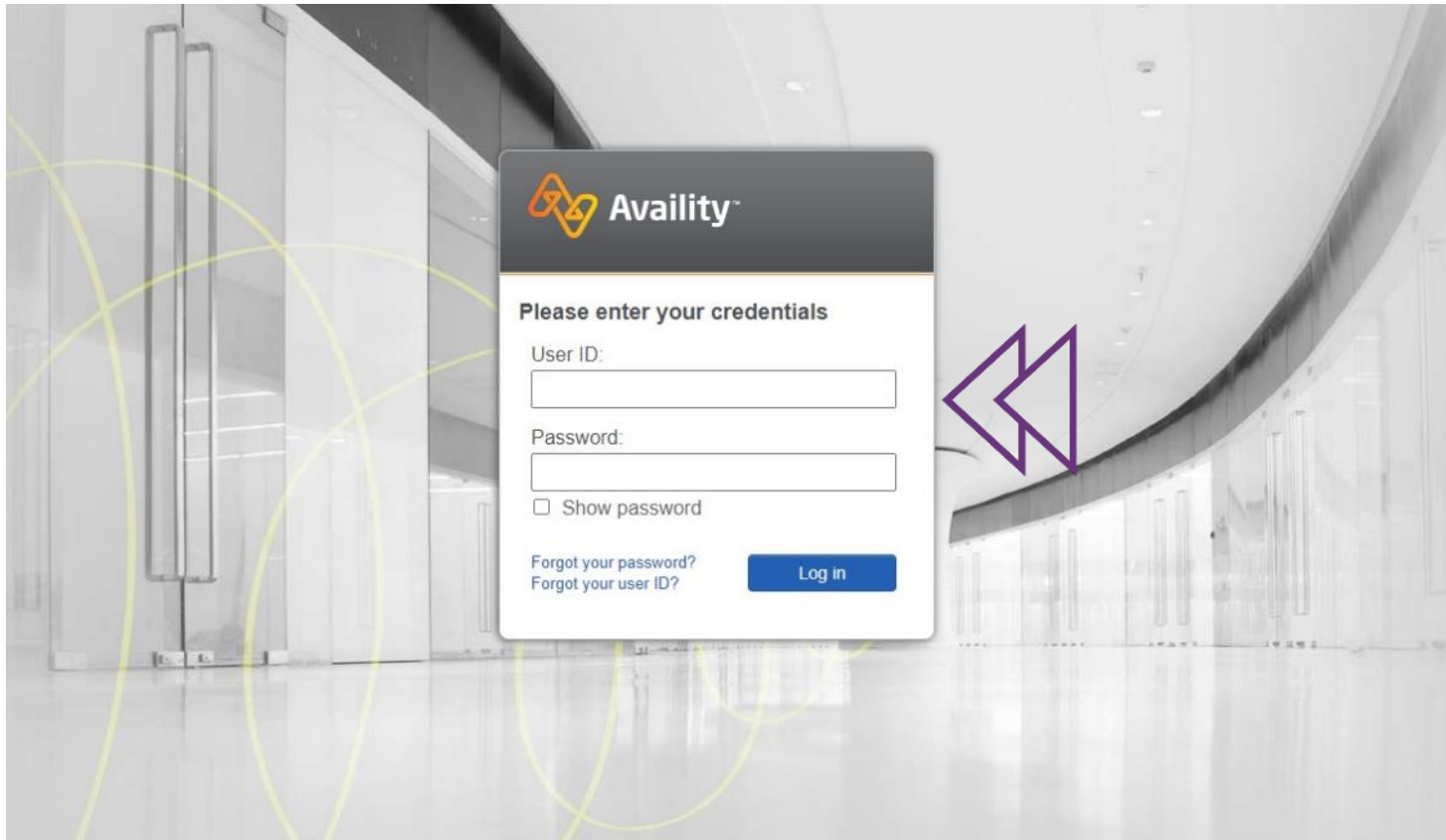
**Register now as PROVIDER** **Register now as MEMBER**



Type here to search

8:13 AM 4/2/2021





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

# Covered Services

**\* Please refer to the Member Handbook located on the website for a full list and details.**

# Bonus Benefits



**Eyeglasses for children and adults**



**Hearing aids & exams for children and adults**



**24-hour Informed Health Line**



**Meal delivery for qualified members**



**CVS Weight Management Program**



**Periodontal care for pregnant women**



**Virtual diabetes support**



**Opioid lockbox for qualifying members**



**Aetna Better Choices Programs**



**Support services to assist with transportation, housing, food and education**



**Second chance support services such as job fairs and employment opportunities**



**Aetna Better Health Mobile App**

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# Member Billing

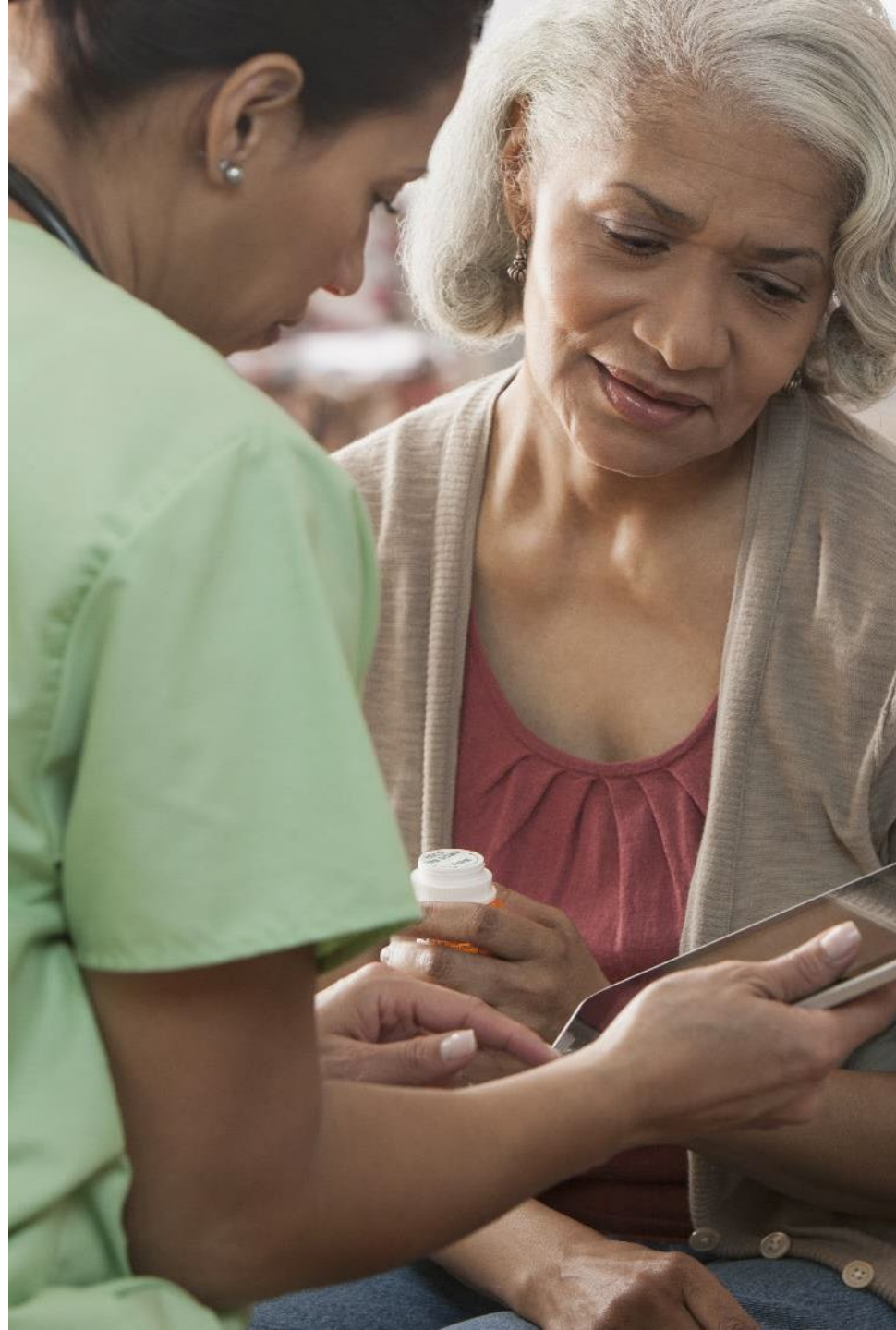
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# Balance Billing

- Providers shall accept payment from Aetna Better Health of Kentucky for covered services provided to our members in accordance with the reimbursement terms outlined in the agreement.
- Payment made to providers constitutes payment in full, with the exception of member expenses such as copays.
- For covered services, providers shall not balance bill members any amount in excess of the contracted amount in the agreement.
- An adjustment in payment as a result of Aetna Better Health of Kentucky's claims policies and/or procedures does not indicate that the service provided is a non-Covered Service, and members are to be held harmless for Covered Services.
- Provider shall not, in any event, seek payment from any member for any service for which ABHKY has denied payment due to billing requirements not being met.
- Additionally, Providers shall not charge Members for missed appointments.

In the event a member agrees in advance in writing to pay for a NON-Medicaid service, then the provider can bill the member.

A standard, detailed, easy to understand, release form must be signed by the member at the time of service and must specifically state the services or procedures that are not covered by Medicaid.





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# **Outside Vendors Vision and Dental Benefits**

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# Outside Vendor List

Vendor	Specialty	Website	Phone
Avesis	Vision/Dental	<a href="http://www.avesis.com">www.avesis.com</a>	1-855-214-6776
EviCore	Radiology	<a href="http://www.evicore.com">www.evicore.com</a>	1-888-693-3211
EviCore	Pain Management	<a href="http://www.evicore.com">www.evicore.com</a>	1-888-584-8742
Eviti	Oncology	<a href="http://www.eviti.com">www.eviti.com</a>	
Pharmacy	CVS Health	<a href="http://www.cvshealth.com">www.cvshealth.com</a>	1-855-300-5528
Pharmacy - starting July 1, 2021	MedImpact	<a href="https://www.medimpactdirect.com/">https://www.medimpactdirect.com/</a>	1-855-873-8739



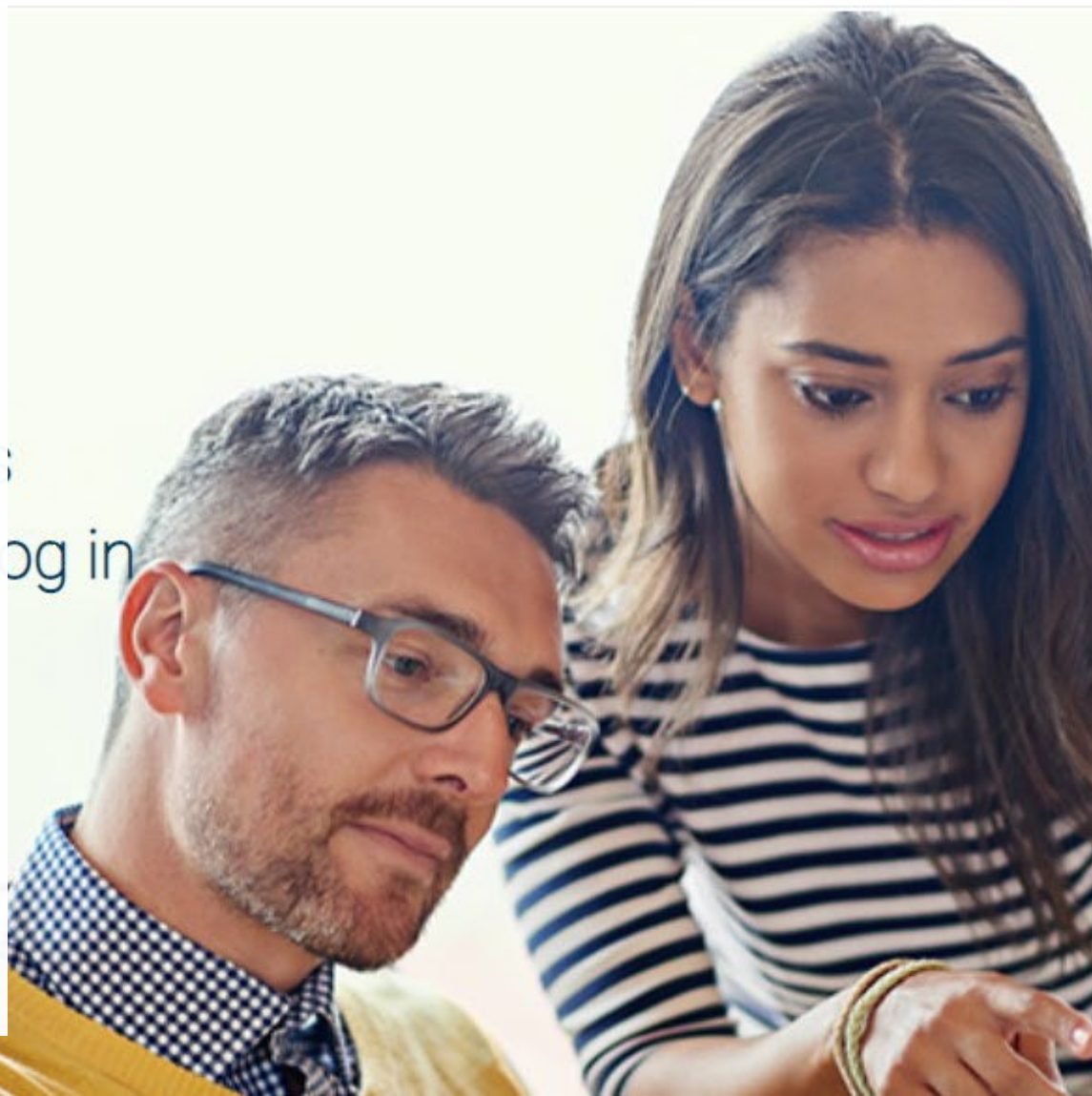
Programs Members Providers Brokers

Aetna Better Health of Kentucky contracts with Avēsis for vision and dental services to our members. Avēsis administers full comprehensive eye care and dental services.

Providers, members or other responsible parties may verify dental benefits by contacting: Log in

to get started  
Avēsis' Member Services at  
**1-855-214-6776** or  
[www.avesis.com](http://www.avesis.com)

Covered members may seek care from a participating provider.



# Member Vision Eligibility

Members are eligible to receive one exam of eye health and visual acuity per calendar year. Members have a material allowance per calendar year for lenses and frames. Elective contact lenses are not covered.

A medically necessary contact lens fitting is covered if criteria are met. Members do not have an out-of-network benefit.





## Vision Services Program Fact Sheet

Covered benefits are administered in accordance with the Avēsis policies and procedures in effect upon the date of service. Procedure codes are only covered within your scope of licensure as well as the current laws, rules and regulations as determined by the Commonwealth and Federal Government.

### Conditions Covered under Aetna Better Health Medical Benefit

Examples of conditions may include, but are not limited to:

• Ocular hypertension	• Retinal nevus
• Glaucoma	• Cataract
• Conjunctivitis	• Macular degeneration
• Corneal dystrophy	• Corneal abrasion
• Blepharitis	• Chalazion-Hordeolum

For more information, please call your Network Relations Manager or you may call Avēsis at **1-855-214-6776**.

### Claim Submission for Vision Services

Claims for vision services should be submitted to:

Avēsis  
P. O. Box 38300  
Phoenix, AZ 85069  
Phone: **1-855-214-6776**



# Member Dental Eligibility

Dental services are covered for eligible Aetna Better Health members. Aetna Better Health is contracted with Avēsis Third Party Administrators, Inc. for the provision of these services.

Providers, members or other responsible parties may verify dental benefits by contacting:

Avēsis' Member Services at **1-855-214-6776** or [www.avesis.com](http://www.avesis.com)

Members with dental benefits may self-refer to participating dental providers for routine office level dental services.

Dental services related to trauma to the mouth, jaw, teeth, or other contiguous sites as a result of injury are also covered services.



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**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.**

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## 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		<p>Michelle Marrs Network Relations Manager, SKY Liaison 859-221-4737 <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a></p>
	<p>Supporting Kentucky Youth - Statewide  Region 3 Behavioral Health Providers  All Regions - Community Mental Health Centers</p>	<p>Dustin Johnson SKY Network Manager 502-648-6526 <a href="mailto:Johnsond38@Aetna.com">Johnsond38@Aetna.com</a></p>

Behavioral Health Providers Region 5 Region 6 Region 7 Region 8		Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a>
 Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Epharim McDowell Kentucky Primary Care Association The Physicians Network		Becky Marcum Network Relations Manager (606) 350-0579 <a href="mailto:marcumr@aetna.com">marcumr@aetna.com</a>
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		Trista Gibson Network Manager 606-305-2705 <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a>
Region 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken  Region 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster  Providers in the state of Indiana		Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a>
 Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington		Connie Edelen Network Relations Manager 502-240-2122 <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a>
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		Sammie Asher Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a>

	<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](https://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

EFT registration

Claim status look up

Online claim submission

PA submission and look up

Grievance and appeals submission



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



# Network Manager Spotlight

## Regions 1

Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken

## Regions 2

Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster

## Providers in the state of Indiana

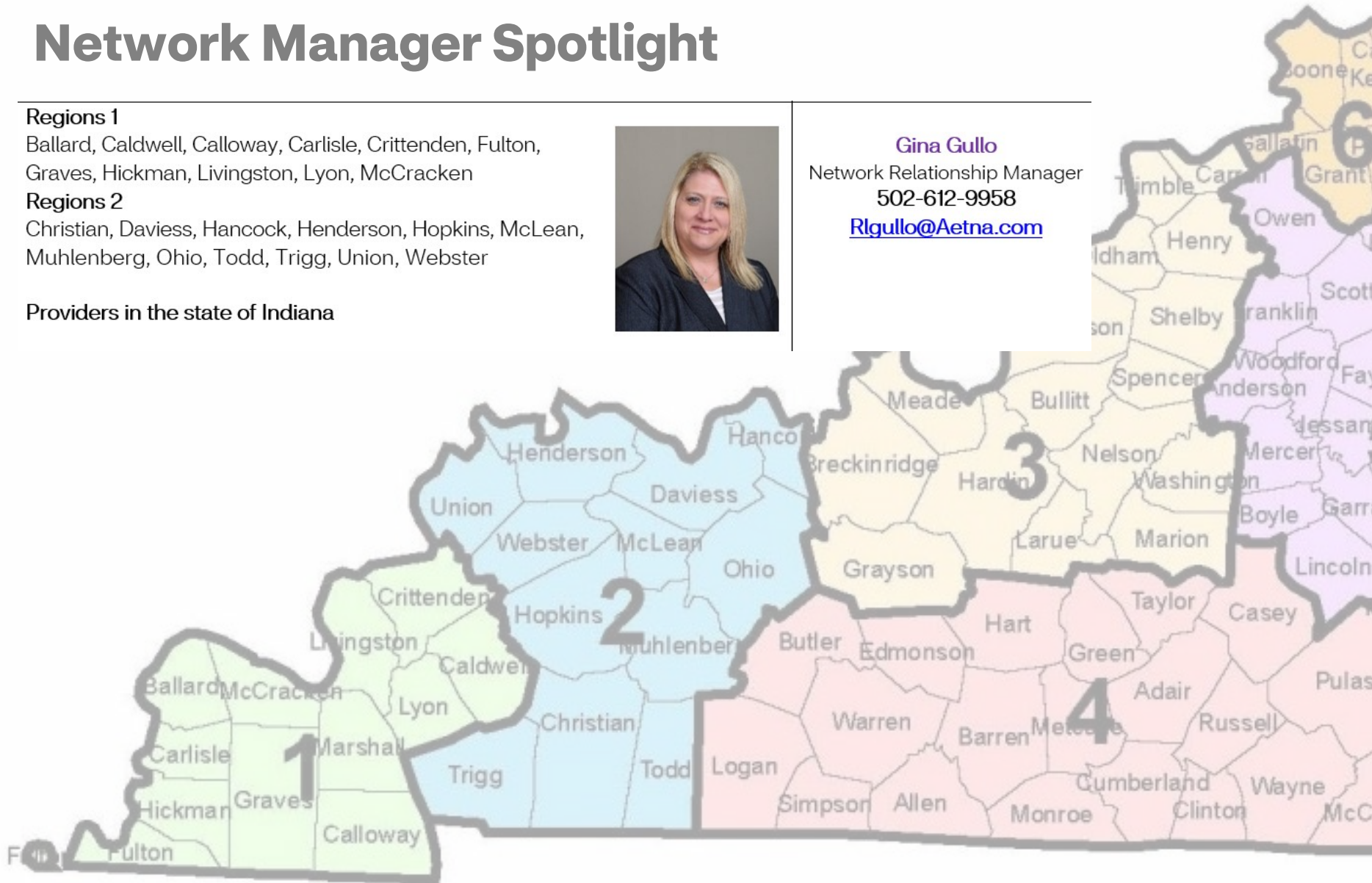


**Gina Gullo**

Network Relationship Manager

502-612-9958

[Rlgullo@Aetna.com](mailto:Rlgullo@Aetna.com)





A photograph of a family of three walking away from the camera on a grassy path in a park. The father, on the left, is wearing a grey blazer and blue jeans. The mother, on the right, is wearing a blue and white checkered shirt and brown pants. A young girl in a blue jacket and a pink tutu is walking between them, holding their hands. The sun is low on the horizon, creating a warm, golden glow. The path is covered with fallen autumn leaves.

**Thank  
you**



