



## 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: [KyProviderUpdates@aetna.com](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)

Supporting Kentucky Youth  
SKY Liaison Statewide



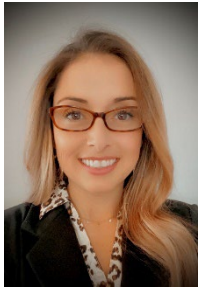
**Michelle Marris**  
Network Relations  
Manager, SKY Liaison  
859-221-4737  
[MarrisM@aetna.com](mailto:MarrisM@aetna.com)



Supporting Kentucky Youth - Statewide  
  
Behavioral Health Providers  
Region 3  
Region 4  
  
All Regions - Community Mental Health Centers

**Dustin Johnson**  
SKY Network Manager  
502-648-6526  
[JohnsonD38@aetna.com](mailto:JohnsonD38@aetna.com)

<p>Behavioral Health Providers</p> <p>Region 1 Region 2 Region 5 Region 6 Region 7 Region 8</p>	 <p>Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:SmithH3@aetna.com">SmithH3@aetna.com</a></p>
 <p>Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association The Physicians Network</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</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 Norton Healthcare System St. Elizabeth Healthcare TJ REGIONAL HEALTH INC Village MD</p>	 <p>Jacqulyne Pack Network Manager 606-331-1075 <a href="mailto:Jmpack@aetna.com">Jmpack@aetna.com</a></p>
 <p><b>Region 1</b> Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p><b>Region 2</b> Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>LifePoint Health System</p> <p>Providers in the state of Indiana</p>	<p>Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rlgullo@aetna.com">Rlgullo@aetna.com</a></p>
<p><b>Region 3</b></p> <p>Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>	 <p>Donna Martin Network Relations Manager 859-207-8618 <a href="mailto:MartinD4@aetna.com">MartinD4@aetna.com</a></p>



### 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

**Andrea Dewitt**  
Network Relations Manager  
270-306-0765  
[DewittA@aetna.com](mailto:DewittA@aetna.com)

### Region 5

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford



**Becky Bowman**  
Network Relations Manager  
502-214-0399  
[BowmanB@aetna.com](mailto:BowmanB@aetna.com)



### Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Providers in the state of Ohio and West Virginia

**Trista Gibson**  
Network Manager  
606-305-2705  
[GibsonT1@aetna.com](mailto:GibsonT1@aetna.com)

### Region 7

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

Providers in the state of Virginia



**Krystal Risner**  
Network Manager  
606-687-0310  
[RisnerK@aetna.com](mailto:RisnerK@aetna.com)



### Region 8

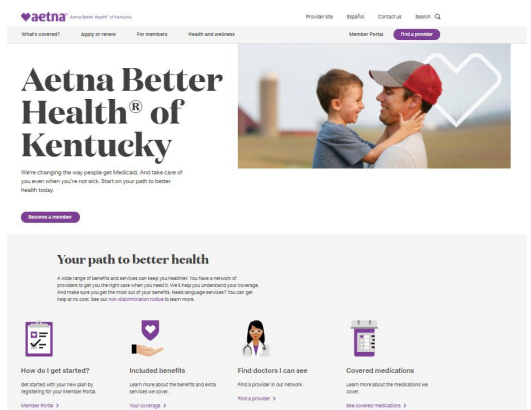
Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe

**Jennifer Hardin**  
Network Manager  
606-240-0120  
[HardinJ@aetna.com](mailto:HardinJ@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



Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/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>

We are in an active campaign to streamline our network communication to you. We have moved to a web-based application allowing us to share more information with you as needed. Please take a moment to enter your contact information to confirm that all your information is correct. If you don't currently receive our notices please take just a minute to sign up. [Sign up here!](#)