

## Quick Reference Guide (Important Phone Numbers)

Department	Phone Number
Member Services	<b>1-855-300-5528 (TTY: 711)</b>
Behavioral Health Crisis Hotline	<b>1-888-604-6106 (TDD: 1-866-200-3269, TTY: 711)</b>
Network Relations	<b>1-855-300-5528</b>
<p>Prior Authorization  <i>*see additional below for <b>SKY</b> specific members:</i></p> <p>You may also submit requests online through CoverMyMeds, Surescripts, or CenterX ePA portals</p>	<p><b>Medical:</b>            Phone <b>1-888-725-4969</b>            Fax <b>1-855-454-5579</b></p> <p><b>Behavioral Health:</b>            Phone <b>1-855-300-5528</b>            Fax <b>1-855-301-1564</b></p> <p><b>Psychological Testing: 1-844-885-0699</b></p> <p><b>Pharmacy:</b>  <b>MedImpact</b>            Phone: 1-844-336-2676            Fax: 1-858-357-2412</p> <p><a href="https://kyportal.medimpact.com/provider-forms/provider-forms">https://kyportal.medimpact.com/provider-forms/provider-forms</a></p>
Prior Authorization – <i>*SKY Members Only</i>	<p><b>SKY Medical Fax:</b> 1-833-689-1422  <b>SKY Concurrent Review Fax:</b> 1-833-689-1423  <b>SKY Behavioral Health Fax:</b> 1-833-689-1424</p>
Concurrent Review Inpatient Medical Requests	<p>Fax: <b>1-855-454-5043</b>            Phone: <b>1-888-470-0550</b>            Submission also available through Availity</p>
Retro Review	Phone: <b>1-888-470-0550, Opt. 8</b> Fax: <b>1-855-336-6054</b>
Dental (Skygen)	<b>1-855-454-0061</b>
Vision (Avesis)	<b>1-855-214-6777</b>
Radiology/Pain Management (eviCore)	<b>1-888-693-3211</b>
Pharmacy (MedImpact)	<b>1-800-210-7628</b>
Fraud & Abuse	<b>1-855-300-5528</b>
Office Location	Aetna Better Health of Kentucky 9900 Corporate Campus Drive, Suite 1000 Louisville, KY 40223
Claims Information	EDI Payor ID (Claim) #128KY PO Box 982969 El Paso, TX 79998-2969
Claims Inquiry Claims Research (CICR)	<b>1-855-300-5528</b>
Member Eligibility Verification at KYHealthChoices.net	<a href="https://public.kymmis.com">https://public.kymmis.com</a>
Case and Disease Management Referrals	<b>1-888-470-0550</b>
Returned Checks and Refunds	Aetna Better Health of Kentucky Attn: Finance P. O. Box 842605 Dallas, TX 75284-2605
Complaints Appeals Address	Aetna Better Health of Kentucky Attn: KY Appeals & Grievances PO Box 81040 5801 Postal Rd Cleveland, OH 44181 Fax: 1-855-454-5585 email: <a href="mailto:KYAppealandGrievance@aetna.com">KYAppealandGrievance@aetna.com</a>
Website	<a href="https://AetnaBetterHealth.com/Kentucky">AetnaBetterHealth.com/Kentucky</a>
Availity Portal	<a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a>

