

AETNA BETTER HEALTH® OF KENTUCKY

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PROVIDER NEWSFLASH – JUNE 15, 2018 PAGE 1 OF 2

To: Network Providers

Fax: <<location fax>>

Announcing: 1. KY HEALTH Provider Education Webinars offered by AETNA BETTER HEALTH® of Kentucky 2. Updated Network Relations Consultant Listing

Dear Aetna Better Health Partners:

Thank you for working with Aetna Better Health to provide care to our valued Kentucky Medicaid members. As we begin to prepare for the July 1, 2018 implementation of the Kentucky HEALTH 1115 waiver program (KY HEALTH) we are excited to share some information with you and your staff.

KY HEALTH is the Commonwealth's new health and well-being program for certain low-income adults and their families. The goal of the program is to offer each member the ability to customize a path based on the individual needs which will lead to better health, engagement in their communities, improved employability, and success through long-term independence.

Educating our provider network during this change is vital. For this reason, throughout the summer and fall, we will be hosting a series of virtual forums (webinars) that will provide you with an overview of the KY HEALTH program along with specific topics that will assist you when providing services to Aetna Better Health KY HEALTH members.

The following webinars will be offered:

1. **PROVIDER PORTAL OVERVIEW** – is fast, accurate, reliable and available 24 hours a day, seven days a week. It is a one-stop, self-service tool that allows for claim status check, including history receipt, processing and adjudication. Portal access will be essential as we move forward into KYHEALTH.
2. **KY HEALTH PROGRAM OVERVIEW** – is an end to end overview of the KY HEALTH program, changes and need to know information for providers.
3. **KY HEALTH, ELIGIBILITY OVERVIEW**– will walk providers through the eligibility process to determine which members are covered by KYHEALTH and what members remain on the traditional plans.
4. **KY HEALTH, MEDICALLY FRAIL OVERVIEW** – will cover what is 'Medically Frail'? What benefits will change for a member? How can we determine who qualifies as 'Medically Frail'?

These educational webinars will be available via WebEx, a secure software-based platform for video and audio conferencing. Please visit our website at <https://www.aetnabetterhealth.com/kentucky/providers/> for a full listing of dates and times, to register for the webinars that you wish to attend.

Who is my Network Relations Consultant? - Effective 06.11.2018

Region	Provider Representative	Telephone	Email	State
1	Gina Gullo	(502) 612-9958	Rlgullo@aetna.com	n/a
2	Lori Kelley	(859) 302-6334	KelleyL2@aetna.com	Indiana
3	Becky Bowman	(502) 434-8917	BowmanB@aetna.com	n/a
4	Jackie Richie	(502) 209-0544	Richiej@aetna.com	Tennessee
5	Sammie Asher	(606) 401-1573	AsherS@aetna.com	All Other States
6	Holly Smith	(815) 641-7411	SmithH3@aetna.com	Ohio
7	Jacqulyne Pack	(606) 331-1075	Jmpack@aetna.com	West Virginia
8	Krystal Risner	(606) 687-0310	Risnerk@aetna.com	Virginia

Regions Map



List of Counties by Regions

Region 1	Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken
Region 2	Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster
Region 3	Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington
Region 4	Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne
Region 5	Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford
Region 6	Boone, Campbell, , Gallatin, Grant, Kenton, Pendleton
Region 7	Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan
Region 8	Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott ,Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Effective 06.11.2018