



Aetna Better Health[®]
of Kentucky



TIP Tuesday



Quick guide to **APPEALS**

When appealing, **please** include the following:

- Clear explanation about why you are filing an appeal.
- Supportive documentation, **all medical records that need to be reviewed.**
- Please include **contact name and telephone number.**

How to File

We have processes designed to let you tell us when you are dissatisfied with a decision we make. You may file a complaint or an appeal. We've outlined each process below.

There are several ways you can get your complaint or appeal to us. You can:

- **Fax** your appeal to us at **1-855-454-5585**. Our fax is secure and is available twenty-four (24) hours a day, every day. This is the fastest and most preferred method to send an appeal.
- **Call** us to tell us about your appeal or complaint at **1-855-300-5528** (TTY: 711). We're open Monday through Friday from 7 AM to 7 PM ET.

- **File** a written complaint to us at:

Aetna Better Health of Kentucky
Attn: Complaint and Appeal Department
PO Box 81040 5801 Postal Rd
Cleveland, OH 44181

- You can **email** us at: KYAppealandGrievance@aetna.com
- You can submit an appeal through **Availity**.

[CLICK HERE](#)

For standard appeals, we will always send you a letter within five (5) business days to let you know we received your information. If, at any time, you're concerned that we didn't receive your fax, letter or call notes, you can call us.

Our phone number is 1-855-300-5528 (TTY: 711)

Clinical complaints and appeals reviews are completed by health professionals who:

- Hold an active, unrestricted license to practice medicine or in a health profession
- Are board certified (if applicable)
- Are in the same profession or in a similar specialty as normally manages the condition, procedure or treatment concerned in the case, and
- Are neither the same reviewer that made the original decision nor the subordinate of the person that made the first decision Administrative cases are about decisions we make that involve something other than medical details.

These include decisions based on policy and procedure or claim payment issues. Disputes about any other non-clinical aspect of our business' functions fall into this category also. Appropriate health plan staff review these appeals based on the issue at hand.

May Training Opportunities



May 10, 2022

Child and Adolescent Needs and Strengths (CANS) Assessment Overview

Time: 11:00 AM - 12:00 PM

Learn more about this comprehensive assessment tool that explores the strengths and needs of the child and family. CANS is a collaborative, consensus-based assessment that creates a common language framework which aids

understanding of many issues. This is NOT a form, but a place to capture a natural/organic conversation you are having with children and families.

How to join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can reach out to Michelle Marrs at MarrsM@aetna.com.

May 12, 2022

Welcome to SKY for Providers

Time: 11:00 AM - 12:00 PM

Introduction to SKY for providers and staff

To join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can reach out to Michelle Marrs at MarrsM@aetna.com.

May 16, 2022

Evidence Based Guidelines for Weight Management for Providers

Time: 11:00 AM - 12:00 PM

To join this event:

Visit this [WebEx](#) at the time of the event.

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

May 18, 2022

Evidence Based Guidelines for Weight Management for Providers

Time: 11:00 AM - 12:00 PM

To join this event:

Visit this [WebEx](#) at the time of the event.

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

May 19, 2022

New Provider Orientation

Time: 10:30 AM - 12:00 PM

Provider training on systems and processes

To join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can reach out to Christi Atkinson at AtkinsonC1@aetna.com.

May 26, 2022

Virtual Office Hours for Providers

Time: 11:00 AM - 12:00 PM

Topic: Verifying eligibility and benefits, member billing, outside vendors * Appropriate utilization of psychotropic medications

Virtual Office Hours allows for updates on program related matters. This meeting also allows our partners an opportunity to raise questions or issues they may have regarding network participation. Additional required content rotation included.

How to join this event:

Register and attend by visiting this [WebEx](#).

If you have questions, you can contact Michelle Marrs at MarrsM@aetna.com.

May 31, 2022 - June 3, 2022

Family Finding and Participatory Practice BootCamp

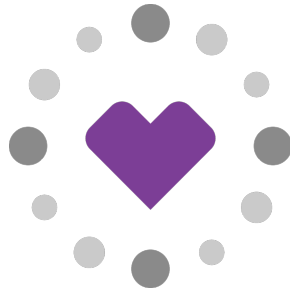
Time: See [WebEx](#) registration link for schedule

Join Kevin Campbell, Model Author, and Elizabeth Wendel, Family Finding Expert, as they discuss a paradigm shift around participatory healing practice for families in child protection systems. Experiential learning, real-time guided family engagement, and cross-system collaboration will set the stage for walking together in change.

How to join this event:

Register and attend by visiting this [WebEx](#)

If you have questions, you can reach out to Jason Smith at SmithJ5@aetna.com.



Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

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***

General forms, ERA enrollments, or general questions can be sent to ***KYProviderRelations@aetna.com***



Michelle Marrs

Network Relations Manager,
SKY Liaison
859-221-4737
MarrsM@aetna.com

Supporting Kentucky Youth -
Statewide



Becky Marcum

Network Relations Manager
606- 350-0579
Marcumr@aetna.com

Association of Primary Care
Physicians Community of
Health Partners
Cooperative Care Network
Ephraim McDowell
Kentucky Primary Care
Association
The Physicians Network

All other states excluding:
IN, OH, TN, VA, & WV



Donna Martin

Network Relations Manager
859-207-8618
MartinD4@aetna.com
Region 3

Breckinridge, Bullitt, Carroll,
Grayson, Hardin, Henry,

Dustin Johnson

Network Relations Manager
502-648-6526
Johnsond38@aetna.com

Supporting Kentucky Youth -
Statewide

Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Trista Gibson

Network Relations Manager
606-305-2705
GibsonT1@aetna.com

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



Andrea Dewitt

Network Relations Manager
270-306-0765
DewittA@aetna.com

Region 4

Adair, Allen, Barren, Butler,
Casey, Clinton, Cumberland,

Holly Smith

Network Relations Manager
815-641-7411
Smithh3@aetna.com

Behavioral Health Providers
Region 1
Region 2
Region 5
Region 6
Region 7
Region 8



Gina Gullo

Network Relations Manager
502-612-9958
Rlgullo@aetna.com

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



Becky Bowman

Network Relations Manager
502-214-0399
BowmanB@aetna.com

Region 5

Anderson, Bourbon, Boyle,
Clark, Estill, Fayette,

Jefferson, Larue, Marion,
Meade, Nelson, Oldham,
Shelby, Spencer, Trimble,
Washington

Edmonson, Green, Hart,
Logan, McCreary, Metcalfe,
Monroe, Pulaski, Russell,
Simpson, Taylor, Warren,
Wayne

Franklin, Garrard, Harrison,
Jackson, Jessamine, Lincoln,
Madison,
Mercer, Montgomery,
Nicholas, Owen, Powell,
Rockcastle, Scott, Woodford

Providers in the state of
Tennessee



Jacquylne Pack

Network Manager
606-331-1075

Jmpack@Aetna.com



Krystal Risner

Network Manager
606-687-0310

Risnerk@Aetna.com



Jennifer Hardin

Network Manager
606-240-0120

HardinJ@aetna.com

Region 6

Boone, Campbell, Gallatin,
Grant, Kenton, Pendleton
CHI Saint Joseph Medical
Group (Kentucky One)
Vanderbilt

Region 7

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

Region 8

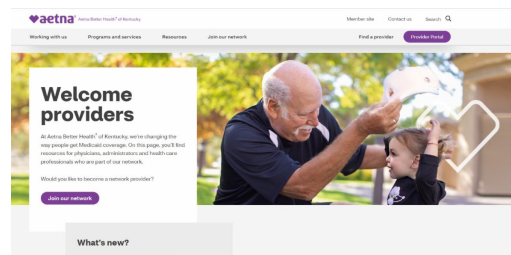
Bell, Breathitt, Clay, Floyd,
Harlan, Johnson, Knott,
Knox,
Laurel, Lee, Leslie, Letcher,
Magoffin, Martin, Morgan,
Owsley, Perry, Pike,
Whitley, Wolfe

Providers in the state of Ohio
and West Virginia

Providers in the state of
Virginia

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

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>

Follow Us

