♥aetna™

Aetna Better Health® of Kentucky

TIP Tuesday

We here at Aetna Better Health value your partnership and welcome the opportunity to learn from you and hear your feedback as professionals who have long-standing expertise in service to communities.

The bottom line is - - - We are here to support you. We hope to provide value and guidance in the navigation of the Medicaid system. Additionally, we want to -- alongside you-- provide services to our men, women, children, and families to achieve common positive health and wellness goals.

ELECTRONIC FUNDS TRANSFER REMINDER

Electronic Funds Transfer (EFT)

EFT is an option for claims payment at no cost to our providers. Providers receive payment efficiently deposited directly into the provider's bank account. However, a print-ready PDF of your paper remittance advice is available through the provider portal at *AetnaBetterHealth.com/Kentucky*.

To enroll in EFT, complete the form found on the Aetna Better Health website: *AetnaBetterKealth.com/Kentucky* or simply contact your Network Manager/Network Relationship Manager.

REFRESHER - ELECTRONIC CLAIM SUBMISSION

Electronic Claim Submission (EDI)

Aetna Better Health encourages all participating providers to submit electronic claims whenever possible. Aetna Better Health can receive initial and corrected claim submissions for both professional and facility claims. EDI claims are NOT considered received until claims have passed clearinghouse edits and are accepted into the Aetna Better Health system. Providers must review all reject reports from the clearinghouse to verify acceptance, and payments are always subject to member eligibility on the date of service.
Aetna Better Health has partnered with Change Healthcare to provide electronic services to our providers. Aetna Better Health has implemented electronic claim filing in order to meet the Health Insurance Portability and Accountability Act (HIPAA) compliance standards. Additional electronic claim submission information is available online at *AetnaBetterHealth.com/Kentucky*. Please verify with your practice management vendor regarding file formatting and information on how to submit claims.

Clearinghouse - Change Healthcare
Payor ID # - 128KY
Claim type - UB and CMS
Contact number - 1-877-469-3263

Electronic Claims are not considered received until the claims have passed clearinghouse edits and are accepted into the Aetna Better Health of Kentucky system. Aetna Better Health has partnered with Change Healthcare to provide electronic services to our providers.

Electronic Submission of Corrected Claims

Corrected or replacement claims may be submitted electronically. Use the Claim Frequency Type Code (CLM05-3) in the 837 5010 EDI formats. A value in this field equal to "7" indicates a replacement claim. Additionally, Aetna Better Health accepts the following:

Claim type frequency code (code set 235)
Code - 7
Meaning - Replacement of prior claim
Code - 8
Meaning - Void/cancel of a prior claim

Any other code (including 1) submitted in the claim type frequency code will not be flagged in our system as a resubmission and will be adjudicated as an original submission. The above field code values are for 5010 professional claims. Institutional claims submission uses the same code values submitted in the last position of the type of bill field.

Corrected claims must include all original claim lines, including those previously paid correctly. Resubmitted claims without all original claim lines may result in the recoupment of correct payments.

VALUE ADDED BENEFITS SPOTLIGHT

Aetna Better Way to Health Covid Incentive Program

Aetna Better Health of Kentucky Members receive a $50 Visa gift card for each dose of a COVID vaccine they get or $100 in Visa gift cards for the Johnson & Johnson vaccine.

Members ages 12-15 get a $25 Visa Gift Card for being fully vaccinated.

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

Dustin Johnson
SKY Network Manager
502-648-6526
Johnsond38@Aetna.com

Supporting Kentucky Youth -
Statewide
Behavioral Health Providers
Region 3

All Regions - Community
Mental Health Centers

Holly Smith
Network Relations Manager
815-641-7411
Smithh3@Aetna.com

Behavioral Health Providers
Region 5
Region 6
Region 7
Region 8

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

Trista Gibson
Network 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

Gina Gullo
Network Relations Manager
502-612-9958
Rlgullo@Aetna.com

Region 1
Region 2
Providers in the state of
Indiana

Connie Edelen
Network Relations Manager
502-240-2122
Czedelen@Aetna.com

Region 3

Sammie Asher
Network Relations Manager
606-401-1573
Ashers@Aetna.com

Region 4

Providers in the state of

Becky Bowman
Network Relations Manager
502-214-0399
BowmanB@Aetna.com

Region 5
All other states excluding: IN,
OH, TN, VA, & WV

Jacqulyne Pack
Network Manager
606-331-1075
Jmpack@Aetna.com

Region 6

CHI Saint Joseph Medical Group
(Kentucky One)

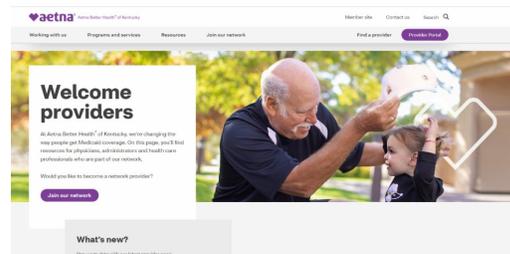Providers in the state of Ohio and West
Virginia

Krystal Risner
Network Manager
606-687-0310
Risnerk@Aetna.com

Region 7
Region 8
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*

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