

AETNA BETTER HEALTH® OF KENTUCKY

Fax Blast

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www.aetnabetterhealth.com/kentucky/providers/news

To:	All Network Providers	Fax:	<<location_fax>>
From:	Provider Relations	Date:	March 4, 2016
Re:	High dollar claim review Check runs Member PCP changes WRAP Payments Pharmacy reminder	Pages:	2 pages with cover

Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

Best regards,
Aetna Better Health® of Kentucky

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To: All Network Providers
From: Provider Relations
Date: March 4, 2016
RE: High dollar claim review WRAP Payments
Check runs Pharmacy reminder
Member PCP changes

1. High Dollar Claim reviews

Please be advised that for any high dollar claim review that requires an itemized bill, we are asking that you send the itemization along with the bill via paper to:

- a. Aetna Better Health of Kentucky
- b. PO Box 65195
- c. Phoenix, AZ 85082-5195

2. Check Runs

Additionally we changed administrative systems on **February 1** and want to remind you that your payment frequency went from three (3) times per week to two (2) times per week. Please be assured that Aetna Better Health of Kentucky is working to get your claims processed accurately and timely.

3. Member PCP changes

As part of Aetna Better Health's migration, we have seen issues with member PCP assignments. If you are aware of a change that needs to be made, please have the member call Member Services at **1-855-300-5528** for assistance.

4. WRAP Payments

Aetna Better Health of Kentucky has resubmitted many encounter corrections to DMS. If you are experiencing any issues with your WRAP payments, please send any concerns to your Provider Relation Representative.

5. Pharmacy Reminder

As a final reminder, the Pharmacy PBM migration from ESI to CVS/Caremark was effective **February 1, 2016**.