

AETNA BETTER HEALTH® OF KENTUCKY

Please note our newly formatted fax blast – A copy of this communication is available on our website:
www.aetnabetterhealth.com/kentucky, go to Provider News

PROVIDER NEWSFLASH – FRIDAY, OCTOBER 21, 2016 – PAGE 1 OF 3

To: All Network Providers

Fax: <<location fax>>

- In the News:**
1. Kentucky's Medicaid Open Enrollment
 2. Aetna Better Health of Kentucky Will Serve Members in 2017
 3. Coventry Bank Account Closing
 4. Providers Cannot Bill Disenrolled Members
 5. Hospital based providers required to bill attending provider
 6. 2016 Provider Forums
 7. Flu Shot Reminder – Please remind members to get their flu shots

1. REMINDER: Kentucky's Medicaid Open Enrollment is October 24 – December 16.

Below is a flyer that we recently sent to our members, reminding them of Medicaid Open Enrollment.



The flyer is divided into two main sections. The left section has a white background with the Aetna logo and contact information. The right section features a photograph of a family walking in a park, with text overlaid on it. The bottom of the flyer has a green background with the Aetna logo and company name.

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Aetna Better Health® of Kentucky
9900 Corporate Campus Drive, Ste. 1000
Louisville, KY 40223

To receive a translated copy of this document, call Member Services at 1-855-300-5528. Para recibir una copia traducida de este documento, llame al servicio para miembros al 1-855-300-5528.

KY-16-09-04 AEMC00062

Keep the health care coverage your family can trust.

Aetna Better Health will continue to serve Kentuckians in 2017 and beyond.

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AETNA BETTER HEALTH® OF KENTUCKY

Dear member,

Aetna recently announced changes to plans offered through the Health Insurance Exchange. We want to assure you these changes **do not** affect your Aetna Better Health Medicaid coverage.

Aetna Better Health of Kentucky will continue to serve Kentuckians in 2017. We remain committed to bringing you the quality health care you need, close to home.

We look forward to continuing to offer you great benefits in 2017. Here are a few:

- No copay to visit your primary care provider
- Member incentives
- Free dental & vision care for children & adults under the age of 21
- 24-hour Informed Health Line (1-855-620-3924)
- Helpful and Accessible Care Managers

Let us know if you need anything or if you have any questions. We're here to help. You can call us at **1-855-300-5528** (TDD: **1-800-627-4702** or TTY: **711**). Thank you for being a member of Aetna Better Health of Kentucky. It's a privilege to serve you.

Sincerely,

Aetna Better Health of Kentucky

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2. Aetna Better Health will continue to serve Kentuckians in 2017 and beyond

Aetna recently announced changes to plans offered through the Health Insurance Exchange. Changes **do not** affect Aetna Better Health Medicaid or the coverage our plan provides to nearly 300,000 members in all 120 counties of the Commonwealth.

Aetna coverage through the Health Insurance Exchange is a separate line of business from Aetna Better Health of Kentucky. It was only available in 10 counties, with approximately 800 members enrolled at the time of the announcement.

We are here to stay! Aetna Better Health of Kentucky will continue to serve Kentuckians in 2017.

3. Coventry bank account closing

In an effort to continue our migration from Coventry to Aetna Better Health, we will be closing out our old Coventry bank account as of 11/03/2016. This means any and all outstanding checks from Coventry need to be cashed no later than 10/27/2016 to allow time to process through the banking system prior to the account closure date. Any check not cashed by that time will take longer to be reissued on the new Aetna Better Health of Kentucky bank account.

4. Providers cannot bill disenrolled members

As a reminder, if a member is disenrolled from Aetna Better Health of KY because of an invalid address, you still cannot bill the member for services as they are still a Medicaid beneficiary.

5. Hospital based providers required to bill attending provider

REMINDER to hospital based providers that coming shortly will be the requirement to bill the attending provider on the hospital claim form. This means that you will need to ensure that you have a Medicaid Provider ID number. Please see the MAP 811 process below for becoming a Medicaid provider and remember that this process can take up to 90 days to complete.

Map-811 Checklist

NOTICE: Pursuant to 907 KAR 1:672 Section 2 1(c) (1), you must be enrolled as a participating provider prior to being eligible to receive reimbursement. **Enrollment in the program is not a guarantee; therefore, providing services to Kentucky Medicaid members prior to your effective date is at your own financial risk.**

A complete list of enrollment requirements for each provider type can be found on our website at the following link: <http://www.chfs.ky.gov/dms/provEnr/Provider+Type+Summaries.htm>

Did you:

- Complete *all* questions? Questions not applicable should be completed with "N/A". ***(Applications will be rejected for any questions left blank.)***
- Sign and date signature page (page 12) ***Electronic or stamped signatures are not accepted.***

- Attach appropriate licenses and/or certifications and all other required documents for requested effective date as well as current?
- Attach verification documentation for NPI and Taxonomy Code(s) from CMS NPI vendor or NPPEs.
- Attach a MAP-347 if individual wants to be linked to group KY Medicaid provider number.
- Attach a copy of your Social Security card if you are enrolling as an individual. Attach your IRS verification letter if you are applying with a FEIN.
- If you are subject to an application fee, please attach a check payable to the KY State Treasurer. For more information on the application fee, please refer to your Provider Type Summary at <http://www.chfs.ky.gov/dms/provEnr/Provider+Type+Summaries.htm>.
- Keep a copy of the application for your records.

Not completing these reminders will delay the processing of your application. Please ensure that all reminders above are completed. Other information not mentioned above may be requested during the processing of your application.

6. 2016 Provider Forums

Thanks to all of you for attending our forums. We appreciate your feedback and want you to know we are working to make improvements! We also have posted our presentation simply visit our website at www.aetnabetterhealth.com/Kentucky/library and click on “2016 Provider Forum Presentation”.

7. Flu Shot reminder

We would like to provide the following reminder to you to give to our members or post in your office. For your convenience, you can download a copy, simply visit our website at www.aetnabetterhealth.com/Kentucky/library and click on “Flu Shot Reminder 2016”.

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AETNA BETTER HEALTH[®] OF KENTUCKY



Who needs a flu shot? You do.
We cover flu shots for our members. Get yours today.

Every adult and child six months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.

You may need a pneumonia shot too
You may be at risk for complications from the flu if:

- You're over 65
- You have a chronic condition like asthma, diabetes or lung disease

Ask your doctor about a one-time pneumonia shot. It will give you extra protection during flu season.

It's easy to get your flu shot
Just go to your doctor's office or clinic. Adults can also get a flu shot at most retail pharmacies in our network. Check the CVS pharmacy locator for a pharmacy near you: www.cvs.com/store-locator/landing. Make sure your local pharmacy is giving flu shots before you go. You don't need a prescription.

Questions?
Call Member Services at 1-855-300-5528, TTY 711/TDD 1-800-627-4702.

www.aetnabetterhealth.com/kentucky

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