

AETNA BETTER HEALTH® OF KENTUCKY

A copy of this communication is available on our website: www.aetnabetterhealth.com/kentucky, go to Provider News

PROVIDER NEWSFLASH – THURSDAY, NOVEMBER 01, 2018 – PAGE 1 OF 2

To: Network Providers

Fax: <<location fax>>

In the News: 1. Discontinuing Paper Remits and Refund or Return Check Address Reminder
2. Provider Newsletter Fall 2018 is available on our website

1. INFORMATION REGARDING CHECKS AND REMITS

See updates below regarding paper checks and the paper remittance advice:

PAPER REMITS

If you are receiving both electronic and paper remits, we will be discontinuing the paper remit as of **December 01, 2018**.

REFUNDS OR RETURN OF PAPER CHECKS

We want to ensure that any refund check or checks returned for correction are accounted for and properly processed, so we ask that you remember to use the appropriate address below:

'Pay To' name refund checks should be made out to and sent to the correct lockbox mailing address:

- i. Aetna Better Health of Kentucky
- ii. PO Box 842605
- iii. Dallas, TX 75284-2605

Aetna Better Health of Kentucky payments being returned for correction should be mailed to:

- iv. Aetna Better Health of Kentucky
- v. Attn: Finance
- vi. 4500 E Cotton Center Blvd.
- vii. Phoenix, AZ 85040

WE ENCOURAGE YOU TO ENROLL FOR EFT AND ERA

To eliminate issues with the delivery of mailed checks, we strongly encourage providers to enroll for EFT and 835/ERA/Electronic Remits. Providers can enroll for EFT and ERA by visiting our website, www.aetnabetterhealth.com/kentucky, click on "**For Providers**" at the top of the page; click on "**Forms**" on the left side of the page, to find both the EFT and the ERA form. Submission instructions are provided on the form.

QUESTIONS?

If you have questions or would like to continue receiving paper remits, simply call us at **1-855-300-5528**.

2. FALL 2018 PROVIDER NEWSLETTER IS AVAILABLE ON OUR WEBSITE

We have posted our Fall 2018 Provider Newsletter to our website. Simply visit www.aetnabetterhealth.com/kentucky, click on "**For Providers**", to "**Provider News**", from there click on the drop down, "**Aetna Better Health Newsletters**".

Who is my Provider Relations Representative? - Effective 10.24.2018

Region	Provider Representative	Telephone	Email	State
1	Gina Gullo	(502) 612-9958	Rlgullo@aetna.com	N/A
2	Gina Gullo	(502) 612-9958	Rlgullo@aetna.com	Indiana
3	Becky Bowman	(502) 434-8917	BowmanB@aetna.com	N/A
4	Tacie Campbell (INTERIM)	(502) 702-6540	Campbellt6@aetna.com	Tennessee
5	Sammie Asher	(606) 401-1573	AsherS@aetna.com	N/A
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
Outside of KY	Salicia Green	(502) 434-8186	GreenS2@aetna.com	All Other States
CMHC	Lori Kelley	(859) 302-6334	KelleyL2@aetna.com	N/A



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