

Announcing new partnership between

The Kentucky Hospital Association And Aetna Better Health of Kentucky

Creating an environment for smooth and timely credentialing, provider set up, and maintenance.

Effective January 1, 2020, a certified Centralized Credentialing Verification Organization (CVO), Center Care, will be responsible for credentialing our network of providers. Please review the Frequently Asked Questions for more information.

Frequently Asked Questions

- Why is Aetna Better Health making this change?
 - ◇ This new streamlined process will result in administrative simplification for Kentucky providers.
- When will the CVO begin accepting provider applications?
 - ◇ It is anticipated the CVO process will be implemented January 1, 2020.
- Who will be required to go through credentialing verification process?
 - ◇ All individual practitioners and facilities seeking to enroll with Aetna Better Health will be credentialed and re-credentialed through the new CVO.
 - ◇ **Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process.**
- How does a practitioner access an application?
 - ◇ New provider application packets can be found on Aetna Better Health's website at: <https://www.aetnabetterhealth.com/kentucky> under the "For Providers" section.
- Is there a separate contract or agreement needed for the provider?
 - ◇ No, this arrangement does not impact the current provider contract with Aetna Better Health of Kentucky.
- What are the steps to complete the new credentialing process?
 - ◇ Providers must be an active Kentucky Medicaid provider and have a current and active Kentucky Medicaid ID.
 - ◇ Providers should verify all documents are accurate, current, and less than 180 days of age upon submission.

For additional information please contact your Provider Network Relations Manager or email kyproviderrelations@aetna.com.



Aetna Better Health® of Kentucky



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