

TIP TUESDAY

Aetna Better Health® of Kentucky

July 16, 2019

Tip Tuesday Tip #2

Working TOGETHER!
Call the Aetna Better Health Provider
Service Line (CICR)

Contacting Aetna Better Health of Kentucky is EASY! It all starts with one number, our toll-free number:

- **1-855-300-5528**
(TTY: 711 or TDD: **1-800-627-4702**)

This number will route you to the integrated voice response (IVR) system for Kentucky. From the IVR you can simply speak your responses to be routed to the correct area.

- Caller Type - Press star(Provider)
 - **Claims (1)**
 - Check Status (1)
 - Submit (2)
 - Something Else (3)
 - **Eligibility/Benefits (2)**
 - Medical (1)
 - Vision (2)
 - Dental (3)
 - Mental Health (4)
 - Something Else (5)
 - **Authorizations (3)**
 - Submit One (1)
 - Concurrent Review (2)
 - Retro Review (3)
 - Peer to Peer Review (4)
 - Fax Authorization Request (5)
 - **More Options (4)**
 - Report Fraud and Abuse (1)
 - Pharmacy Help Desk (2)
 - Care Manager (3)
 - Provider Services (4)
 - **Something Else(5)**



For any question, providers may contact us at **1-855-454-0061** between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at KYProvidersRelation@aetna.com

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at aetnabetterhealth.com/kentucky/provider/portal for up-to-date information, forms and other resources.

Member Services - 1-855-300-5528

Behavioral Health Crisis Hotline - 1-888-604-6106

Network Relations - 1-855-454-0061

