## 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)

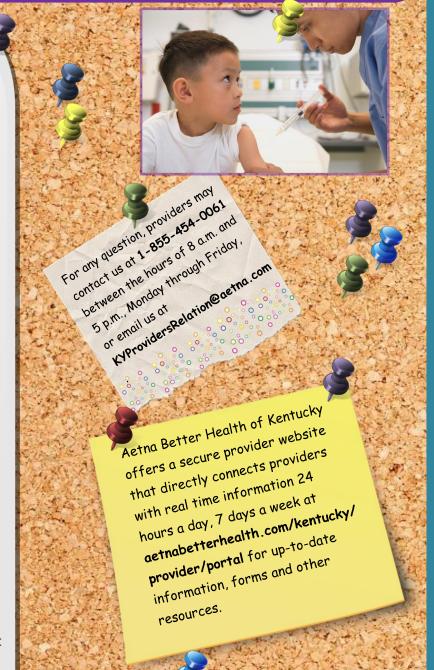
Contacting Aetna Better Health of Kentucky is EASY! It all starts with one number, our toll-free number:

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



Member Services - 1-855-300-5528

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

Network Relations - 1-855-454-0061

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