

# Tip Tuesday

February 25, 2020

Serving our members in the most cost effective and timely manner requires the right mix of appointment times. Below are some reminders of Aetna's standards for access and care.

Medical services	
<u>Appointment type</u>	<u>Access/appointment standard</u>
Emergent	Immediately
Urgent care appointments	Within 48 hours
Non-urgent sick appointments	Within 72 hours
Initial new member appointment	Less than 12 weeks
Routine and preventative care	Within 30 days
Behavioral health & substance use services	
<u>Appointment type</u>	<u>Access/Appointment Standard</u>
Emergent	Within 6 hours for non-life-threatening emergency services
Urgent care	Within 48 hours
New member appointments	Within 10 days
Aftercare appointments	Within 7 days after hospital discharge
Other referrals	Within 60 days

Additional information can be found in the Provider Manual on our website.

## REMINDER...

Effective **January 01, 2020**, a certified Centralized Credentialing Verification Organization (CVO), Center Care, will be responsible for credentialing our network of providers.

Should you have any questions, you can contact Centercare directly at (270) 745-1517 or (800) 972-7038.

You can contact us @

1-855-454-0061 or email us

kyproviderRelations@aetna.com

Prior Authorization Department

Medical 1-855-454-5579

Outpatient Behavioral Health  
1-855-301-1564

Behavioral Health Psychological and  
Neuropsychological Testing  
1-844-855-0699



Check out our First Quarter 2020 provider newsletter on our website:

<https://www.aetnabetterhealth.com/kentucky/providers/news>



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