# **NETWORK NOTICE**

♥aetna <sup>®</sup>	Date:	*INSERT*
Tactila	То	All Network Providers
Aetna Better Health of Kentucky	From	Provider Experience
9900 Corporate Campus Drive	Subject	Availity Update
Suite 100		/ Wantey Opdato
Louisville, KY 40223		



### **CareWebQI is Sunsetting**

Q: WHAT is CareWebQI?

A: CareWebQI (CWQI) is a web based tool that enables health plans to receive electronic authorization requests from providers.

Q: WHAT will Medical Management use now?

A: Our new provider portal, Availity!

**Q: WHEN** will CWQI sunset?

**A:** Providers will no longer be able to access CareWebQI for electronic authorization submissions as of June 30, 2021 @ 11:59pm. However, health plan staff will still have access to CareWebQI after this date in order to finish processing any authorization requests that came in prior to 11:59pm on June 30<sup>th</sup>.

Q: WHY did AMA change provider portal vendors?

**A:** Availity offers a superior user-friendly model with a multitude of self-service tools. Availity is a recognized multi-player platform, offering national and regional payer presence, allowing a seamless provider experience. These features present us with opportunities for expansion beyond our current lines of business.

AS ALWAYS: feel free to share this notification with those from your region/health plan that need to know.

Please feel free to submit any follow up questions to our Medicaid Availity Mailbox (MAC) at <u>Medicaidavailitycommunications@aetna.com</u>

Our UM Subject Matter Expert is dedicated to this transition stage and handling your questions so please do not hesitate to ask.

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to do\_not\_call@aetna.com. An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices



## Aetna Better Health® of Kentucky

#### NETWORK RELATIONS CONTACT INFORMATION & COVERAGE AREAS

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sureour providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.

	Supporting Kentucky Youth - Statewide Region 3 Behavioral Health Providers All Regions - Community Mental Health Centers	Dustin Johnson SKY Network Manager 502-648-6526 Johnsond38@Aetna.com
Behavioral Healt Region 5 Region 6 Region 7 Region 8	h Providers	Holly Smith Network Relations Manager 815-641-7411 <u>Smithh3@Aetna.com</u>
	Association of Primary Care Physicians (APCP) Community Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association (KPCA) The Physicians Network (TPN)	Sammie Asher Network Relations Manager 606-401-1573 <u>Ashers@Aetna.com</u>

Baptist Health System King's Daughters Medical System LifePoint Health System Norton Healthcare System St. Claire Medical Center University of Kentucky System University of Louisville System



Trista Gibson Network Manager 606-305-2705 <u>GibsonT1@Aetna.com</u>



Supporting Kentucky Youth, SKY Liaison Statewide



Regions 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken Regions 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean,

Muhlenberg, Ohio, Todd, Trigg, Union, Webster

Gina Gullo Network Relations Manager 502-612-9958 <u>Rlgullo@Aetna.com</u>

Providers in the state of Indiana



Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

Connie Edelen Network Relations Manager 502-240-2122 <u>Czedelen@Aetna.com</u>

Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne



Abbi Wilson Network Manager 270-816-0893 Wilsona8@Aetna.com

Providers in the state of Tennessee



Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford

All other states excluding: IN, OH, TN, VA, & WV

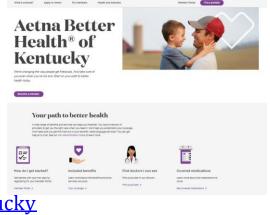
Becky Bowman Network Relations Manager 502-214-0399 <u>BowmanB@Aetna.com</u>



Save time by accessing our online resources. Be sure to check out our convenient web tools, available24/7.

#### Health Plan Website

The health plan website is a resource for members and providers. Providers will find information such as the memberhandbook, provider manual and the formulary on the health plan website



## Visit the Website at: <u>AetnaBetterHealth.com/Kentucky</u>



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