


# NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	*INSERT*
	To	All Network Providers
	From	Provider Experience
	Subject	Availity Update



## 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

[Medicaidavailitycommunications@aetna.com](mailto:Medicaidavailitycommunications@aetna.com)

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

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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 sure our 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.

	<p>Supporting Kentucky Youth - Statewide</p> <p>Region 3 Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>	<p>Dustin Johnson SKY Network Manager 502-648-6526 <a href="mailto:Johnsod38@Aetna.com">Johnsod38@Aetna.com</a></p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>
	<p>Association of Primary Care Physicians (APCP) Community Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association (KPCA) The Physicians Network (TPN)</p>	<p>Sammie Asher Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>

<p>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</p>		<p>Trista Gibson  Network Manager  606-305-2705  <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
 <p>Supporting Kentucky Youth, SKY Liaison  Statewide</p>		<p>Michelle Marris  Network Relations  Manager, SKY Liaison  859-221-4737  <a href="mailto:MarrisM@Aetna.com">MarrisM@Aetna.com</a></p>
<p>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</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo  Network Relations Manager  502-612-9958  <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3  Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,  Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,  Spencer, Trimble, Washington</p>		<p>Connie Edelen  Network Relations Manager  502-240-2122  <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4  Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland,  Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe,  Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>		<p>Abbi Wilson  Network Manager  270-816-0893  <a href="mailto:Wilsona8@Aetna.com">Wilsona8@Aetna.com</a></p>
 <p>Region 5  Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin,  Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison,  Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle,  Scott, Woodford</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</p>		<p>Becky Bowman  Network Relations Manager  502-214-0399  <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>



Region 6  
Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

CHI Saint Joseph Medical Group (Kentucky One)

Providers in the state of Ohio and West Virginia

Jacquelyne Pack  
Network Manager  
606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@Aetna.com)

Region 8  
Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox,  
Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley,  
Perry, Pike, Whitley, Wolfe

Region 7  
Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup,  
Lawrence, Lewis, Mason, Menifee, Morgan, Robertson,  
Rowan

Providers in the state of Virginia



Krystal Risner  
Network Manager  
606-687-0310  
[Risnerk@Aetna.com](mailto:Risnerk@Aetna.com)

## Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

## Health Plan Website

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



Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/kentucky)

