



Aetna Better Health of Kentucky
435 N Whittington Pkwy, Suite 275
Louisville, KY 40223

September 1, 2026

Aetna Better Health® of Kentucky

Changes to Credentialing and Enrollment Submission Process

Aetna Better Health of Kentucky (ABHKY) is notifying providers of an upcoming change to our credentialing and enrollment process.

Effective October 1, 2026, Aetna Better Health of Kentucky will no longer participate with the Kentucky Health Alliance (KHA) or Verisys for credentialing and recredentialing activities.

What Is Changing?

Beginning October 1, 2026:

- Providers and facilities must complete the new Aetna Better Health of Kentucky Practitioner Application or Facility Application, as applicable, when submitting credentialing and enrollment requests.
- Credentialing and enrollment requests will no longer be processed through Kentucky Health Alliance (KHA) or Verisys.
- ABHKY will manage credentialing and enrollment activities through its updated process.

What Is Staying the Same?

Providers should continue to submit all enrollment and credentialing requests, demographic updates, additions, terminations, and required supporting documentation to:

KYProviderUpdates@aetna.com

This mailbox will remain the designated submission point for all provider enrollment and credentialing-related requests.

Action Required

For Groups Without an Existing ABHKY Contract

If your organization does not currently have a participating provider agreement with Aetna Better Health of Kentucky and would like to be considered for participation, you must complete and submit a [Provider Nomination Form](#). Network participation requests will be reviewed in accordance with ABHKY network needs and contracting requirements.

For Existing Participating Providers

If your organization currently has an executed contract with ABHKY and you need to add a new practitioner to your roster, you must submit the required credentialing application and supporting documentation through the provider enrollment process. New practitioners will be reviewed and credentialed through ABHKY's updated credentialing process.

Additional forms, instructions, and guidance will be available on the ABHKY Provider Website prior to the effective date.

ABHKY is committed to making this transition as seamless as possible and appreciates your partnership in serving Kentucky Medicaid members.

Providers with questions regarding this change may contact their Network Manager.

Thank you for your continued partnership in serving Kentucky Medicaid members.

Questions?

If you have general questions about this communication, contact Provider Relations at **1-855-300-5528** (TTY: 711). We're here for you Monday through Friday, 7 AM to 7 PM ET.