


NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	09/28/2021
	To	All Network Providers
	From	Provider Experience
	Subject	Changing Credentialing Verification Organization
	Document number	Aetna-805

Beginning October 1, 2021 Aetna Better Health of KY will change our credentialing verification organization and begin using Aperture Health. Going forward, Aperture will be responsible for direct credentialing for our network of providers.

Please note: Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process. Please see below for updates and reminders.

What will change for you, the providers, after October 1, 2021? The answer is very little. We have streamlined the intake process so there is very little change on the front-end process making it easier for you. The biggest change is that Aperture will be reaching out for any missing or additional information that might be needed. Here are some questions and answers.

- ❖ What is Aperture Credentialing, LLC?
 - Aperture is the nation’s largest Credentialing Verification Organization providing services to some of the largest payer and provider organizations in the country. Aperture operates nationwide and manages several other national, state based and specialty-based unified credentialing programs. Aperture is National Committee for Quality Assurance (NCQA) Certified and Utilization Review Accreditation Commission (URAC) Accredited for more than 10 years.
- ❖ Where can I find the forms needed to submit my new providers?
 - All credentialing forms can be found on the ABHKEY website @ <https://www.aetnabetterhealth.com/kentucky> - “For Providers” – “Join Our Network” – “Credentialing Criteria” – “Credentialing Application”. These are updated as needed, so please access this area often to ensure you have the most up to date forms.

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 days 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.

- ❖ Where are these forms sent?
 - The email address and fax number are listed on the front page of each application. The application can be emailed to KYProviderUpdates@Aetna.com or fax to (859) 454-5584.

- ❖ What if I have more than one or two providers?
 - You can reach out to your Network Manager or KYProviderUpdates@aetna.com for a Provider Roster. This will allow you to submit the information via an Excel file.

- ❖ What effective date will my practitioner be given?
 - The effective date assigned is the date a completed application was submitted, provided each practitioner has an active Kentucky Medicaid number and the group has an active contract with ABHKY.

- ❖ Who will be required to go through the credentialing verification process?
 - All individual practitioners and facilities seeking to enroll with Aetna Better Health will be credentialed and re-credentialed through the new CVO.
 - Independent Physician Practice Associations (IPA) and Hospital Organizations that currently have a delegated credentialing agreement are excluded from this process.

- ❖ What is the turnaround time for the completion of credentialing?
 - The state-mandated timeframe for credentialing will remain in effect.

- ❖ Is there a separate contract or agreement needed for the provider?
 - No, this arrangement does not impact the current provider contract with Aetna Better Health of Kentucky.

- ❖ What are the steps to complete the new credentialing process?
 - Providers must be an active Kentucky Medicaid provider and have a current and active Medicaid ID.
 - You should verify that all documents are accurate and current, less than 180 days of age upon submission.

- ❖ How often are providers re-credentialed?
 - Providers are required to complete re-credentialing every three years (36 months) based on their initial credentialing date. A provider must successfully complete recredentialing to remain a participating provider.

Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

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. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

<p>Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.</p>		
<p>Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com</p>		
<p>General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com</p>		
<p>Supporting Kentucky Youth, SKY Liaison Statewide</p>		<p style="text-align: center;"> Michelle MARRS Network Relations Manager, SKY Liaison 859-221-4737 MARRSM@Aetna.com </p>
	<p>Supporting Kentucky Youth - Statewide</p> <p>Behavioral Health Providers Region 3</p> <p>All Regions - Community Mental Health Centers</p>	<p style="text-align: center;"> Dustin JOHNSON SKY Network Manager 502-648-6526 JOHNSOND38@Aetna.com </p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p style="text-align: center;"> Holly SMITH Network Relations Manager 815-641-7411 SMITHH3@Aetna.com </p>



Association of Primary Care Physicians
 Community of Health Partners
 Cooperative Care Network
 Ephraim McDowell
 Kentucky Primary Care Association
 The Physicians Network

Becky Marcum
 Network Relations Manager
 (606) 350-0579
marcumr@aetna.com

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
GibsonT1@Aetna.com

Region 1
 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,
 Graves, Hickman, Livingston, Lyon, McCracken

Region 2
 Christian, Daviess, Hancock, Henderson, Hopkins, McLean,
 Muhlenberg, Ohio, Todd, Trigg, Union, Webster
 Providers in the state of Indiana



Gina Gullo
 Network Relations Manager
 502-612-9958
Rlgullo@Aetna.com



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
Czedelen@Aetna.com

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

Providers in the state of Tennessee



Sammie Asher
 Network Relations Manager
 606-401-1573
Ashers@Aetna.com



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
BowmanB@Aetna.com

<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 Jmpack@Aetna.com</p>
<p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>		<p>Krystal Risner Network Manager 606-687-0310 Risnerk@Aetna.com</p>

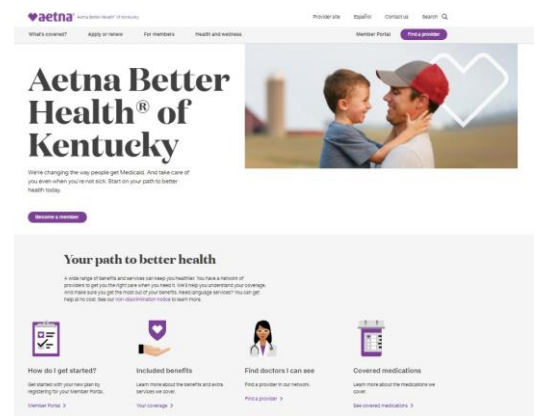
Save time by accessing our online resources.

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



Availity

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

Functionality examples include:

- Eligibility and member benefits look up - EFT registration - Claim status look up - Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>