



Aetna Better Health® of Kentucky

## NETWORK NOTICE

Date:	11/16/2021
To:	All Network Providers
From:	Provider Experience
Subject:	ENCOUNTER UPDATES - HOLIDAY CHECK RUN SCHEDULE
Document ID	Aetn -830,836

## ENCOUNTER UPDATE

Effective immediately as established by the National Uniform Billing Committee, for the UB-04 for it is required to report the covered days by using the value code 80.

### Reporting Covered Days

Statement covered days, also known as "from and through" dates, must be the correct dates that the member was admitted or when the services were rendered.

The Statement Covered Period ("from" and "through" dates in Form Locator 6) identifies the span of service dates included in a particular bill.

- The "from" date is the earliest date of service on the bill.
- the "through" date on an outpatient claim must not be after the admit date on an inpatient claim.
- The admission date (Form Locator 12) is the date the patient was admitted as an inpatient to the facility (or indicates the start of care date for home health and hospice). It is reported on all inpatient claims regardless of whether it is an initial, interim, or final bill.

All inpatient claims must report the covered and non-covered days. This must be done using value codes 80 and 81 (Form Locator 39 - 41; Loop 2300 HI -Value Information: H101-2-H112-2 (value code), H101-5-H112-5 (value amount)).

### Value Code 80 (Covered Days)

Value Code 80 must be used to indicate the total number of days that are covered. The Covered Days must be entered to the left of the dollars/cents delimiter.



With the holidays approaching, Aetna Better Health of Kentucky would like to provide you with the following check run dates. We hope this allows for a smooth transition into the new year.

**Thanksgiving - There will be no Wednesday check runs this week**, all check runs will be executed on Friday 11/26/2021, paid dates will be Tuesday 11/30/2021. Routine Wednesday/Friday schedule will return the following week.

**Christmas** – check runs will be executed on Thursday 12/23/2021, there will be no Wednesday check run this week. Paid dates will be Tuesday 12/28/2021.

**There will be no check runs on Friday 12/24/2021 due to the Holiday.**

New Year - all check runs will be executed on Thursday 12/30/2021, paid dates will be Tuesday 1/4/2022.

**There will be no check runs on Friday 12/31/2021 due to the Holiday.**

### Questions?

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

## NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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.

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.

Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: [KyProviderUpdates@aetna.com](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



**Dustin Johnson**

SKY Network Manager  
Supporting Kentucky Youth  
502-648-6526  
[Johnsod38@Aetna.com](mailto:Johnsod38@Aetna.com)

Behavioral Health Providers  
Region 3

All Regions - Community  
Mental Health Centers



**Michelle Marrs**

Network Relations Manager,  
SKY Liaison  
859-221-4737  
[MarrsM@Aetna.com](mailto:MarrsM@Aetna.com)

Supporting Kentucky Youth,  
SKY Liaison Statewide



**Holly Smith**

Network Relations Manager  
815-641-7411  
[Smithh3@Aetna.com](mailto:Smithh3@Aetna.com)

Behavioral Health Providers  
Region 5  
Region 6  
Region 7  
Region 8



**Becky Marcum**

Network Relations Manager  
(606) 350-0579  
[marcumr@aetna.com](mailto:marcumr@aetna.com)

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



**Trista Gibson**

Network Manager  
606-305-2705  
[GibsonT1@Aetna.com](mailto:GibsonT1@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



**Gina Gullo**

Network Relations Manager  
502-612-9958  
[Rgullo@Aetna.com](mailto:Rgullo@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



**Connie Edelen**

Network Relations Manager



**Sammie Asher**

Network Relations Manager  
606-401-1573



**Becky Bowman**

Network Relations Manager  
502-214-0399

502-240-2122  
[Czedelen@Aetna.com](mailto:Czedelen@Aetna.com)

**Region 3**

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



**Jacquylne Pack**

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

**Region 6**

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton  
CHI Saint Joseph Medical Group (Kentucky One)

Providers in the state of Ohio and West Virginia

[Ashers@Aetna.com](mailto:Ashers@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



**Krystal Risner**

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

**Region 7**

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

**Region 8**

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

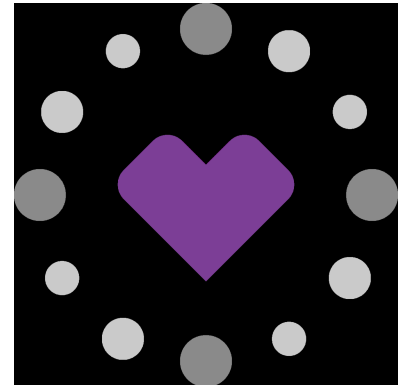
Providers in the state of Virginia

[BowmanB@Aetna.com](mailto:BowmanB@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



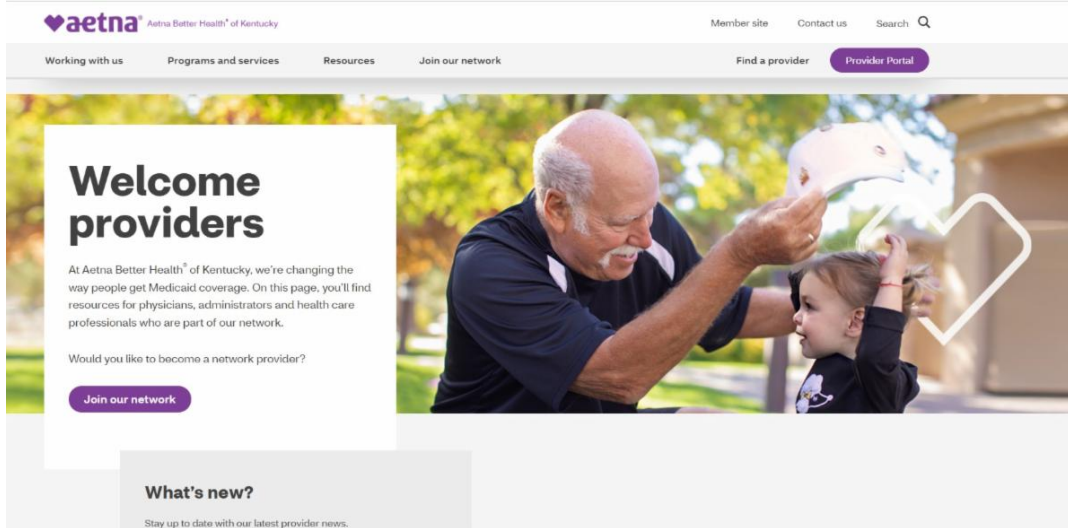
Save time by accessing our online resources.

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](http://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: [AVAILITY](#)



Visit us at [Aetna Better Health of Kentucky](#) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive , Suite 1000, Louisville , KY 40223

[Unsubscribe marstonj@aetna.com](mailto:marstonj@aetna.com)

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