



**Aetna Better Health
of Kentucky**



Who is my Network Relations Contact

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to providers for education, training, and support.

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
For general questions, send to KYProviderRelations@aetna.com.

Supporting Kentucky Youth – (SKY) Network Manager

Territory	Contact Information	
Liaison – Statewide All other out of state providers including OHIO and those not otherwise listed below.	Michelle Marrs 859-221-4737 MarrsM@aetna.com	

Behavioral Health Network Manager


Territory	Contact Information	
Community Mental Health Centers – Statewide Behavioral health providers – <ul style="list-style-type: none"> • Region 1 • Region 2 • Region 7 • Region 8 	Holly Smith 815-641-7411 SmithH3@aetna.com	




Behavioral Health Network Manager

Territory	Contact Information	
Behavioral health providers <ul style="list-style-type: none"> • Region 3 • Region 4 • Region 5 • Region 6 	Christi Atkinson 859-321-0775 AtkinsonC1@aetna.com	

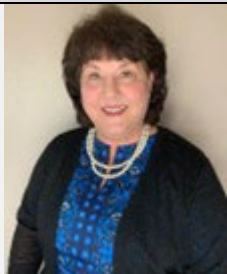
Speciality Network Manager

By Assignment	Contact Information	
Value Based Solution – Statewide	Jacquylne Pack 606-331-1075 Jmpack@aetna.com	

Regional Network Manager

Territory – excluding Behavioral Health	Contact Information	
<p>Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken</p> <p>Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>	Gina Gullo 502-612-9958 Rlgullo@aetna.com	

Regional Network Manager


Territory – excluding Behavioral Health	Contact Information	
<p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p>(Temporary) Region 6 - Gallatin, Grant, Pendleton</p>	Becky Bowman 502-214-0399 BowmanB@aetna.com	




Regional Network Manager

Territory – excluding Behavioral Health	Contact Information	
<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>Andrea Dewitt 270-306-0765 DewittA@aetna.com</p>	


Regional Network Manager

Territory – excluding Behavioral Health	Contact Information	
<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>(Temporary) Region 6 - Boone, Campbell, Kenton</p>	<p>Trista Gibson 606-305-2705 GibsonT1@aetna.com</p>	

Regional Network Manager


Territory – excluding Behavioral Health	Contact Information	
<p>Region 7 - Bath, Boyd, Bracken, Carter, Elliott, 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, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia & West Virginia</p>	<p>Jennifer Hardin 606-240-0120 HardinJ@aetna.com</p>	

Provider Experience Manager

Territory	Contact Information	
<p>Statewide</p>	<p>Dustin Johnson 502-648-6526 JohnsonD38@aetna.com</p>	



Supervisor, Network Management

	Contact Information	
	Krystal Risner 606-687-0310 RisnerK@aetna.com	

Ld. Director, Network Management

	Contact Information	
	JoAnn Marston 859-669-6217 MarstonJ@aetna.com	

Mailbox: Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com.

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://payerenrollservices.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
- **Availity** - Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries. Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>
- **Network Notices** - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up. Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

