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

Aetna Better Health® of Kentucky

New Provider IVR Message

Aetna Better Health of Kentucky would like to implement a new provider Interactive Voice Response (IVR) message within our provider call center system.

Purpose of the Enhancement

The proposed message is intended to increase provider awareness of enhanced self-service capabilities available through our automated claims system. The message would focus on a new enhancement to receive expanded claim details via fax and access more comprehensive claim information without requiring assistance from a customer service representative.

Proposed IVR Message

After hearing the standard greeting and selecting the provider option, providers will hear the following message:

“We've enhanced our self-service options. Providers can now receive expanded claim details by fax and access more complete claim information through our automated system, including multiple claims in a single call. Please listen for fax delivery options during your call.”

Call Flow

The message will be incorporated into the provider call path as follows:

1. Caller hears the standard greeting:

“Thank you for calling Aetna. If this is an emergency, hang up and dial 911. All calls are monitored for quality assurance purposes.”

2. Caller hears:

“If you are a provider, press *.”

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3. After selecting the provider option, the caller hears the proposed provider message.
4. The caller is then directed to the existing provider menu.

Impact

This message will only be presented to callers who identify themselves as providers by selecting the provider option. Members will not hear this message at any time and there will be no impact to member access, benefits, services or call routing.

Implementation and Duration

Upon receiving approval, Aetna Better Health of Kentucky will implement the message as soon as operationally feasible. The message is intended to remain active for a period of six months.

This enhancement is designed to improve provider experience by promoting available self-service options, increasing access to claim information and supporting efficient resolution of provider inquiries.

Sincerely,

Aetna Better Health® of Kentucky