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FAX

To: All Network Providers **Fax:** <<location fax>>

From: CoventryCares of Kentucky Provider Relations **Date:** January 15, 2016

Re: 1. Provider Payment Reminder **Pages:** 4 pages with Cover
2. Provider Web Portal Reminder
3. Taxonomy/NPI Rejection changes effective February 1, 2016
4. Provider Relations Representative List

CC:

- Urgent For Review Please Comment Please Reply Please Recycle

Notes:

We appreciate your participation in the CoventryCares of Kentucky provider network. We hope you find this information helpful.

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To: CoventryCares of Kentucky Providers
From: CoventryCares of Kentucky Provider Relations
Date: January 15, 2015
RE: Provider Payment Update
Provider Relations Representative Listing Update

1. As we start the New Year, CoventryCares of Kentucky wants to remind you that we will be changing our name on **February 1, 2016** to Aetna Better Health of Kentucky.

Additionally we will change administrative systems on **February 1** and want to remind you that your payment frequency will be changing from three (3) times per week to two (2) times per week. As we prepare for our system changes, you have likely seen an increase in paid amounts which will continue until **February 1**. For the first two weeks of February, we will generate one payment cycle per week as our quality accuracy process includes a validation review prior to release of claim payment.

Please be assured that CoventryCares of Kentucky, soon to be Aetna Better Health of Kentucky is working to get your claims processed accurately and timely.



2. We also want to remind you to register for our provider web portal. You can access the documents on our website, www.coventrycaresky.com, click on "For Providers", to "Document Library"; the form is located under "Provider Document Library" and is titled **Aetna Better Health Provider Portal Registration Form**.

Effective **February 1, 2016**, all claims should be submitted to either the new Payor ID or address, regardless of the date of service:

Payor ID: **128KY**

Address:
Aetna Better Health of Kentucky
P. O. Box 65195
Phoenix, AZ 85052-5195

3. Taxonomy/NPI Rejection changes effective February 1, 2016

Effective **February 1**, the taxonomy and NPI numbers that do not match the DMS file will no longer be a rejection through the Clearinghouse.

Disposition codes will be utilized to deny the claim back to the provider for correction action to be taken with the claim. The denied claims will be reflected on the remittance advice with the following codes:

Description	Disposition Code
<i>Billing Provider NPI is not found in the state data</i>	208
<i>Rendering Provider NPI is not found in the state data</i>	208
<i>Billing Provider Taxonomy is not found with the valid NPI</i>	16
<i>Rendering Provider Taxonomy is not found with the valid NPI</i>	16
<i>Billing Provider NPI is found but not effective for the DOS</i>	208
<i>Rendering Provider NPI is found but not effective for the DOS</i>	208
<i>Billing Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	16
<i>Rendering Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	16
<i>The Billing Provider found with the NPI and Taxonomy does not have a Medicaid Id active for the claim date of service</i>	208
<i>The Rendering Provider found with the NPI and Taxonomy does not have a Medicaid Id active for the claim date of service</i>	208

4. Attached is our updated Provider Relations Representative List. You can also access a copy on our website, www.coventrycaresky.com, under the "For Providers" tab.

If you have any questions, please contact your Provider Relations Representative by calling **1-855-454-0061**.



Who Is My Provider Relations Representative?

Behavioral Health	Region 1	Region 2	Region 3	Region 3	Region 4	Region 5		Region 6	Region 7	Region 8	
All Regions	Ballard	Christian	Breckinridge	Grayson	Adair	Anderson	Bourbon	Boone	Bath	Bell	Clay
	Caldwell	Daviess	Bullitt	Jefferson	Allen	Boyle	Fayette	Campbell	Boyd	Breathitt	Floyd
	Calloway	Hancock	Carroll	Nelson	Barren	Clark	Harrison	Gallatin	Bracken	Harlan	Johnson
	Cartisle	Henderson	Hardin		Butler	Estill	Nicholas	Grant	Carter	Knox	Knott
	Crittenden	Hopkins	Henry		Casey	Franklin	Owen	Kenton	Elliot	Laurel	Lee
	Fulton	McLean	Larue		Clinton	Garrard	Scott	Pendleton	Fleming	Leslie	Letcher
	Graves	Muhlenberg	Marion		Cumberland	Jackson	Woodford		Greenup	Owsley	Magoffin
	Hickman	Ohio	Meade		Edmonson	Jessamine			Lawrence	Whitley	Martin
	Livingston	Todd	Oldham		Green	Lincoln			Lewis	Wolfe	Perry
	Lyon	Trigg	Shelby		Hart	Madison			Mason		Pike
	Marshall	Union	Spencer		Logan	Mercer			Menifee		
	McCracken	Webster	Trimble		McCreary	Montgomery			Morgan		
			Washington			Metcalfe			Robertson		
						Monroe	Rockcastle		Rowan		
						Pulaski					
					Russell						
					Simpson						
					Taylor						
					Warren						
					Wayne						
Jay Mingus	Regina Gullo	Kim Berry	Phillip Kemper	Beth Day	Abbi Wilson	Tanura Moss	Brad Jones	JoAnn Marston	Holly Smith	Lori Kelley	Jacquelyne Pack
(502) 264-3484	(502) 612-9958	(812) 660-1394	(502) 719-8604	502-719-8618	(270) 498-1443	(859) 381-7404	(270) 349-0103	(859) 669-6217	(815) 641-7411	859-302-6334	(606) 331-1075
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****FOR INITIAL OR GENERAL INQUIRIES CALL CUSTOMER SERVICE AT 1-855-300-5528****

Who Is My Provider Relations Representative if I am located outside of Kentucky?:

Illinois	Indiana	California	Michigan	Tennessee	Missouri	North Carolina	Ohio	All other states	Florida	Virginia
Regina Gullo	Kim Berry	Phillip Kemper	Beth Day	Abbi Wilson	Tanura Moss	Sherry Farris	JoAnn Marston	JoAnn Marston	Lori Kelley	Jacquelyne Pack