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FAX

To: All Network Providers **Fax:** <<location fax>>
From: CoventryCares of Kentucky Provider Relations **Date:** January 22, 2016
Re: 1. **Provider Payment Reminder** **Pages:** **3 pages with Cover**
 2. **Provider Web Portal Reminder**
 3. **Taxonomy/NPI Rejection changes effective February 1, 2016**

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 22, 2015
RE: Provider Payment 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.



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**. You can return it to us by:

E-mail KYProviderRelations@aetna.com
Fax **1-855-454-5584**

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

2. 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