

AETNA BETTER HEALTH® OF KENTUCKY

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www.aetnabetterhealth.com/kentucky, go to Provider News

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To: All Network Providers

Fax: <<location fax>>

In the News:

1. Check runs through the end of the year
2. Behavioral Health prior authorization telephone number
3. Behavioral Health crisis hotline telephone number

1. **ATTENTION: Holiday check runs**

During the week of December 21, 2016 (Christmas week), Aetna Better Health of Kentucky will be processing a **final 2016 check run** on Friday December 23, 2016 which will have a paid date of Tuesday December 27, 2016. There will be no check run on Wednesday December 28, 2016 as Aetna Better Health will be processing 1099's.

Aetna Better Health will be processing a check run on December 30, 2016 which will have a paid date of January 3, 2017. We will be resuming our normal Wednesday and Friday check runs this week as well.

2. **Behavioral Health Prior Authorization Telephone Number**

An important reminder, to obtain Behavior Health prior authorizations, simply contact Member Services at **1-855-300-5528**, you will then be directed to follow prompts **#4** (provider), **#3** (Medical & Behavior Health) and **#4** (Behavior Health prior authorization).

3. **Behavioral Health Member Crisis Hotline**

If you have a Behavior Health Crisis for a member please call **1-888-604-6106**, this line will be answered **24/7**.