


# NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date</b>	August 3, 2021
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Experience
	<b>Subject</b>	Claims Payer ID Number & MedImpact PA Notice
	<b>Document number</b>	649

## 1. Ensuring Use of Our Correct Payer ID – Check Your Records

Payer IDs are used to route EDI transactions to the appropriate payer.

Currently we have providers who are still using the outdated Coventry HealthCare payer ID number 25133 when submitting claims for Aetna Better Health of Kentucky members. As a courtesy to our providers, those claims have been redirected to the correct Aetna Better Health of Kentucky Payer ID number 128KY.

Effective September 1, 2021 the courtesy redirects will end, and claims being sent to the invalid payer ID number will be rejected.

To Avoid Claim Rejections and Payment Delays

Please check your systems and processes to ensure you are **ONLY** submitting claims for Aetna Better Health of Kentucky members using the Aetna Better Health of Kentucky Payer ID number 128KY.

## 2. MedImpact Notice

Please see below the notice recently sent to providers from MedImpact regarding how to avoid manual prior authorization requests by using diagnosis codes.



**DATE:** July 29, 2021

**TO:** Commonwealth of Kentucky Medicaid Pharmacy Network

**FROM:** MedImpact Healthcare Systems

**Subject:** [Avoid manual Prior Authorization \(PA\) requests by using Diagnosis Codes](#)

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**Status:** Effective July 1, 2021, MedImpact Healthcare Systems, Inc. began processing pharmacy claims and prior authorizations for all Kentucky Medicaid Managed Care Organizations (MCOs).

MedImpact has created an automated PA process at the pharmacy point of sale for many commonly prescribed drugs, including:

[Anxiolytics, Antipsychotics, and Stimulants](#)

**Manual PA requests may be avoided if:**

[Prescribers write the member's diagnosis code \(ICD-10-CM format\) on the face of the prescription](#)

[Pharmacists enter the given diagnosis code at the pharmacy point of sale NCPDP fields # 491-VE DIAGNOSIS CODE COUNT, 492-WE DIAGNOSIS CODE QUALIFIER, and 424-DO DIAGNOSIS CODE](#)

If all PA and utilization management edits are met, we are happy to provide instantaneous PA approvals for appropriate drugs and diagnoses, and encourage you to take advantage of this process

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**Contact Information:** If you have any questions about the transition of PBM services for the MCOs, please contact MedImpact's Kentucky Team at:

Technical Help Desk: 800-210-7628

Prior Authorizations: 844-336-2676

Program Questions: [KYMCOPBM@MedImpact.com](mailto:KYMCOPBM@MedImpact.com)

BIN: 023800 / PCN: KYPROD1 / GROUP: KYM01

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10181 Scripps Gateway Ct, San Diego, CA 92131

[MedImpact.com](http://MedImpact.com)



## Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

## NETWORK RELATIONS CONTACT INFORMATION & COVERAGE AREAS

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

<p>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.</p>		
<p>Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: <a href="mailto:KyProviderUpdates@aetna.com">KyProviderUpdates@aetna.com</a></p>		
<p>General forms, ERA enrollments, or general questions can be sent to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a></p>		
<p>Supporting Kentucky Youth, SKY Liaison Statewide</p>		<p style="text-align: center;"><b>Michelle Marris</b>                  Network Relations Manager, SKY Liaison                  859-221-4737  <a href="mailto:MarrisM@Aetna.com">MarrisM@Aetna.com</a></p>
	<p>Supporting Kentucky Youth - Statewide</p> <p>Behavioral Health Providers                  Region 3</p> <p>All Regions - Community Mental Health Centers</p>	<p style="text-align: center;"><b>Dustin Johnson</b>                  SKY Network Manager                  502-648-6526  <a href="mailto:Johnsond38@Aetna.com">Johnsond38@Aetna.com</a></p>
<p>Behavioral Health Providers</p> <p>Region 5                  Region 6                  Region 7                  Region 8</p>		<p style="text-align: center;"><b>Holly Smith</b>                  Network Relations Manager                  815-641-7411  <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>



Association of Primary Care Physicians  
 Community of Health Partners  
 Cooperative Care Network  
 Ephraim McDowell  
 Kentucky Primary Care Association  
 The Physicians Network

**Becky Marcum**  
 Network Relations Manager  
 606-350-0579  
[marcumr@aetna.com](mailto:marcumr@aetna.com)

Baptist Health System  
 King's Daughters Medical System  
 LifePoint Health System  
 Norton Healthcare System  
 St. Claire Medical Center  
 University of Kentucky System  
 University of Louisville System



**Trista Gibson**  
 Network Manager  
 606-305-2705  
[GibsonT1@Aetna.com](mailto:GibsonT1@Aetna.com)

Region 1  
 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,  
 Graves, Hickman, Livingston, Lyon, McCracken

Region 2  
 Christian, Daviess, Hancock, Henderson, Hopkins, McLean,  
 Muhlenberg, Ohio, Todd, Trigg, Union, Webster

Providers in the state of Indiana



**Gina Gullo**  
 Network Relations Manager  
 502-612-9958  
[Rlgullo@Aetna.com](mailto:Rlgullo@Aetna.com)



Region 3  
 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,  
 Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,  
 Spencer, Trimble, Washington




**Connie Edelen**  
 Network Relations Manager  
 502-240-2122  
[Czedelen@Aetna.com](mailto:Czedelen@Aetna.com)

Region 4  
 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland,  
 Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe,  
 Pulaski, Russell, Simpson, Taylor, Warren, Wayne

Providers in the state of Tennessee



**Sammie Asher**  
 Network Relations Manager  
 606-401-1573  
[Ashers@Aetna.com](mailto:Ashers@Aetna.com)

	<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>All other states excluding: IN, OH, TN, VA, &amp; WV</p>	<p>Becky Bowman Network Relations Manager 502-214-0399 <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One)</p> <p>Providers in the state of Ohio and West Virginia</p>		<p>Jacquelyne Pack Network Manager 606-331-1075 <a href="mailto:Jmpack@Aetna.com">Jmpack@Aetna.com</a></p>
	<p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, 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, Morgan, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network Manager 606-687-0310 <a href="mailto:Risnerk@Aetna.com">Risnerk@Aetna.com</a></p>

**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](http://AetnaBetterHealth.com/Kentucky)

**Availity**

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

**Functionality examples include:**

- Eligibility and member benefits look up - EFT registration - Claim status look up - Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>

