

NETWORK NOTICE

Date: 1/14/2021
To: Network Providers
From: Provider Experience
RE: We are Joining Availity



9900 Corporate Campus Drive
Suite 100
Louisville, KY 40223

Coming Soon-We are Joining Availity

We are eager to announce that we will be transitioning from our current provider portal to Availity in early 2021. We are excited about the increase in online interactions available to support you as you provide services to our members.

Some highlights of increased functionality include:

- EFT registration
- Claims look up
- Online claim submission
- Prior authorization submission and look up
- Grievance and appeals submission

And best of all, we will continue to build upon this platform by rolling out enhanced functions in 2021 such as:

- Panel searches
- Review of G & A cases
- Eligibility and member look up

Be on the lookout over the next few weeks for co-branded emails directly from Availity as new products roll out and training plans are developed.

Please be sure to reach out to us via email at KYProviderRelations@Aetna.com to ensure we have your most recent email address. Your email subject line should include the title and + NPI #. Example (Email Address Update + 12345678).

REMINDER: Our Network Relations team will be hosting the following training/information sessions.

Virtual Office Hours - The purpose of these sessions is to update providers on program related matters and give our partners an opportunity to raise questions or issues they may have regarding network participation. We intend to have a featured topic that will be addressed each session. Depending on the content to be addressed, i.e. medical management, billing, claims adjudication, etc., there will be other Aetna subject matter experts joining the call. We welcome your input and encourage you to suggest topics that you would like to discuss.

DATE		TOPIC
Thursday 01/21/2021	11:00 am (est)	SKY Team
Thursday 02/04/2021	11:00 am (est)	TBA
Thursday 02/18/2021	11:00 am (est)	TBA

Weekly Provider Forums: The purpose of these sessions is to recap all the topics discussed at the virtual office hours for those who were not able to attend. All information is shared during this one-hour session.

DATE		TOPIC
Friday 1/15/2021	12:00 pm (est)	Provider Mini Overview
Friday 1/22/2021	12:00 pm (est)	Provider Mini Overview
Friday 1/29/2021	12:00 pm (est)	Provider Mini Overview
Friday 2/05/2021	12:00 pm (est)	Provider Mini Overview
Friday 2/12/2021	12:00 pm (est)	Provider Mini Overview
Friday 2/19/2021	12:00 pm (est)	Provider Mini Overview
Friday 2/26/2021	12:00 pm (est)	Provider Mini Overview

SKY Overview - The purpose of this webinar is to give an in depth look at the SKY program. Topics will include roles and responsibilities, covered services, how Aetna coordinates and collaborates with these agencies.

DATE		TOPIC
Thursday 1/14/2021	6:00 pm (est)	SKY Overview
Tuesday 1/19/2021	12:30 pm (est)	SKY Overview
Thursday 1/21/2021	6:00 pm (est)	SKY Overview
Tuesday 1/26/2021	12:30 pm (est)	SKY Overview
Thursday 1/28/2021	6:00 pm (est)	SKY Overview

Welcome to SKY - The purpose of this webinar is to welcome providers to the SKY program. We will cover topics such as medical consent requirements, timeliness of services and assessment, and other needed topics.

DATE		TOPIC
Wednesday 2/3/2021	11:30 am (est)	Welcome to SKY
Wednesday 3/3/2021	11:30 am (est)	Welcome to SKY

Questions?

Simply contact your Network Relations Manager. Our most current list can be found on our website at: www.aetnabetterhealth.com/kentucky, [Network Manager Listing](#)

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