



## Tip Tuesday

We here at Aetna Better Health value your partnership and welcome the opportunity to learn from you and hear your feedback as professionals who have long-standing expertise in service to communities.

**The bottom line is - - - We are here to support you. We hope to provide value and guidance in the navigation of the Medicaid system. Additionally, we want to -- alongside you-- provide services to our men, women, children, and families to achieve common positive health and wellness goals.**

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@aetna.com](mailto:do_not_call@aetna.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

## Genetic Analysis



### Reminder:

**Genetic Analysis requires a prior authorization.** This must be completed prior to sending the specimen to Natera or any other outside vendor company for analysis

## Incarcerated Member Correction

### In case you missed it:



When a member is **incorrectly listed as incarcerated** in KYHealthNet, providers can use the MAP-INC form to assist the member in updating their status. The form and guidance for using it are available at the link below.

[MAP-INC](#)

This form is available on the [main DMS website](#).

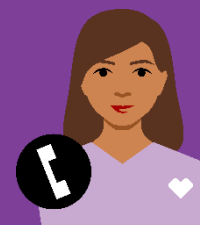
## Coping with Stress and Compassion Fatigue



- **Get into a comfortable Position**
- Choose a muscle group (e.g., muscles in your feet or lower legs)
- Breathe in and tighten the muscles in the group for 5 to 10 seconds
- Breathe out and release the muscles suddenly. Relax for at least 10 seconds.
- Repeat the process with another muscle group. Progress from head to toe or vice versa.

SAMHSA offers an additional video about stress management including a breathing exercise at: <https://www.youtube.com/watch?v=lqpCCnmwNVY&feature=youtu.be>

**Questions? We've got your back.**  
**Just call our Network Relations Department**  
**at 1 855 454 0061 or contact your**  
**Network Manager directly at any time**













## Aetna Better Health® of Kentucky

### 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.

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.		
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>		
General forms, ERA enrollments, or general questions can be sent to <a href="mailto:KYProviderRelations@aetna.com">KYProviderRelations@aetna.com</a>		
Supporting Kentucky Youth, SKY Liaison Statewide		<p><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>Region 3  Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>	<p><b>Dustin Johnson</b>  SKY Network Manager  502-648-6526  <a href="mailto:Johnsod38@Aetna.com">Johnsod38@Aetna.com</a></p>

<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>
 <p>Association of Primary Care Physicians Community of Health Partners Cooperative Care Network Epharim McDowell Kentucky Primary Care Association The Physicians Network</p>		<p>Becky Marcum Network Relations Manager (606) 350-0579 <a href="mailto:marcumr@aetna.com">marcumr@aetna.com</a></p>
<p>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</p>		<p>Trista Gibson Network Manager 606-305-2705 <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
<p>Region 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p>		<p>Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>		<p>Connie Edelen Network Relations Manager 502-240-2122 <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>Providers in the state of Tennessee</p>		<p>Sammie Asher Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>

	<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>Jacquylne 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](https://www.aetna.com/better-health/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>

