



## Aetna Better Health<sup>®</sup> of Kentucky

# NETWORK NOTICE

Date:	April 1,2024
To:	All Network Providers
From:	Provider Experience
Subject:	Transition to MCG - Milliman Guidelines
Document ID	Aetna-1788

## Aetna Better Health will transition to Milliman Care Guidelines (MCG) **effective 05/01/2024**

Authorization requests created on or before midnight 04/30/2024 will be reviewed utilizing InterQual clinical guidelines. Aetna Better Health of Kentucky will continue to review authorizations established prior to 05/01/2024 using InterQual through discharge. If the member remains inpatient for a period up to sixty (60) calendar days past 05/01/2024 implementation date, providers can expect Aetna Better Health to transition the continued stay review process to MCG guidelines using the same authorization by 06/30/2024.

We will send a fax back courtesy reminder prior to the next review date of the criteria change for your awareness.

This will apply to all providers requesting Non-Urgent and Urgent authorization request types.

Aetna Better Health will continue to have InterQual guidelines available to conduct retrospective, and reviews associated with appeals and grievances for up twenty-four months after the 05/01/2024 implementation date. Additionally, InterQual PDF criteria subsets will be available upon requests to providers.

Aetna Better Health will continue to utilize American Society of Addiction Medicine (ASAM) criteria for all authorization requests for substance use inpatient and residential services. For all other substance use and behavioral health services, Aetna Better Health of Kentucky continues to follow Kentucky Department of Medicaid Services prior authorization

liberalization guidance.



As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.

## NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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: [KyProviderUpdates@aetna.com](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



**Gina Gullo**  
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**Becky Bowman**  
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**Trista Gibson**  
Sr. Network Manager  
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\*All provider types  
(excluding Behavioral Health)

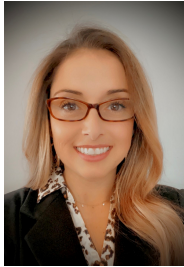
### Region 1

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

### Region 2

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

**ALL Providers in the state of  
Indiana** (excluding Behavioral  
Health)



### Andrea Dewitt

Network Manager  
270-306-0765  
[DewittA@aetna.com](mailto:DewittA@aetna.com)

\*All provider types  
(excluding Behavioral Health)

### Region 4

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

**ALL Providers in the state of  
Tennessee** (excluding Behavioral  
Health)

\*Ancillary Providers **ONLY** (Excluding  
BH, Hospital and PCP)

### Region 3

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

### Region 5

Anderson, Bourbon, Boyle, Clark,  
Estill, Fayette, Franklin, Garrard,  
Harrison, Jackson, Jessamine,  
Lincoln, Madison, Mercer,  
Montgomery, Nicholas, Owen,  
Powell, Rockcastle, Scott,  
Woodford



### Jennifer Hardin

Network Manager  
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\*Ancillary Providers **ONLY**  
(Excluding BH, Hospital and PCP)

**Region 6** – Boone, Campbell,  
Gallatin, Grant, Kenton, Pendleton

**Region 7** - Bath, Boyd, Bracken,  
Carter, Elliott, Fleming, Greenup,  
Lawrence, Lewis, Mason, Menifee,  
Morgan, Robertson, Rowan

**Region 8** - Bell, Breathitt, Clay,  
Floyd, Harlan, Johnson, Knott,  
Knox, Laurel, Lee, Leslie, Letcher,  
Magoffin, Martin, Owsley, Perry,  
Pike, Whitley, Wolfe

Ancillary Providers in the states of  
**Ohio, Virginia and West Virginia**

\*Hospital Systems & PCP **ONLY**

### Region 3

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

### Region 5

Anderson, Bourbon, Boyle, Clark,  
Estill, Fayette, Franklin, Garrard,  
Harrison, Jackson, Jessamine,  
Lincoln, Madison, Mercer,  
Montgomery, Nicholas, Owen,  
Powell, Rockcastle, Scott,  
Woodford

Including:

- University of Louisville
- Norton
- Ephraim McDowell
- University of Kentucky
- Community Health Partner
- Association of Primary Care Physicians
- The Physician Network
- CHI



### Jacquelyne Pack

Sr. Network Manager  
606-331-1075  
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\*Hospital Systems & PCP **ONLY**

**Region 6** – Boone, Campbell,  
Gallatin, Grant, Kenton, Pendleton

**Region 7** - Bath, Boyd, Bracken,  
Carter, Elliott, Fleming, Greenup,  
Lawrence, Lewis, Mason, Menifee,  
Morgan, Robertson, Rowan

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Floyd, Harlan, Johnson, Knott,  
Knox, Laurel, Lee, Leslie, Letcher,  
Magoffin, Martin, Owsley, Perry,  
Pike, Whitley, Wolfe

Hospital System and PCP  
Providers in the states of **Ohio,  
Virginia and West Virginia**

Including:

- Kentucky Primary Care Association
- St Elizabeth
- Baptist Healthcare
- St. Claire Medical



**Holly Smith**

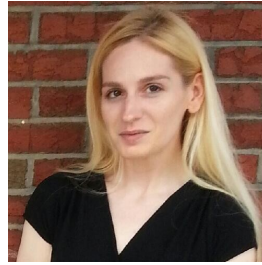
Network Manager  
Behavioral Health  
815-641-7411

[Smithh3@Aetna.com](mailto:Smithh3@Aetna.com)

Community Mental Health Centers -  
statewide

**Behavioral Health Providers**

Region 1  
Region 2  
Region 7  
Region 8



**Christi Atkinson**

Network Manager  
Behavioral Health  
859-321-0775

[AtkinsonC1@aetna.com](mailto:AtkinsonC1@aetna.com)

**Behavioral Health Providers**

Region 3  
Region 4  
Region 5  
Region 6



**Michelle Marrs**

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SKY, Supporting Kentucky's Youth -  
statewide

All other Out of State Providers not  
otherwise listed



**Dustin Johnson**

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Statewide



**Krystal Risner**

Supervisor, Network Relations



**Joann Marston**

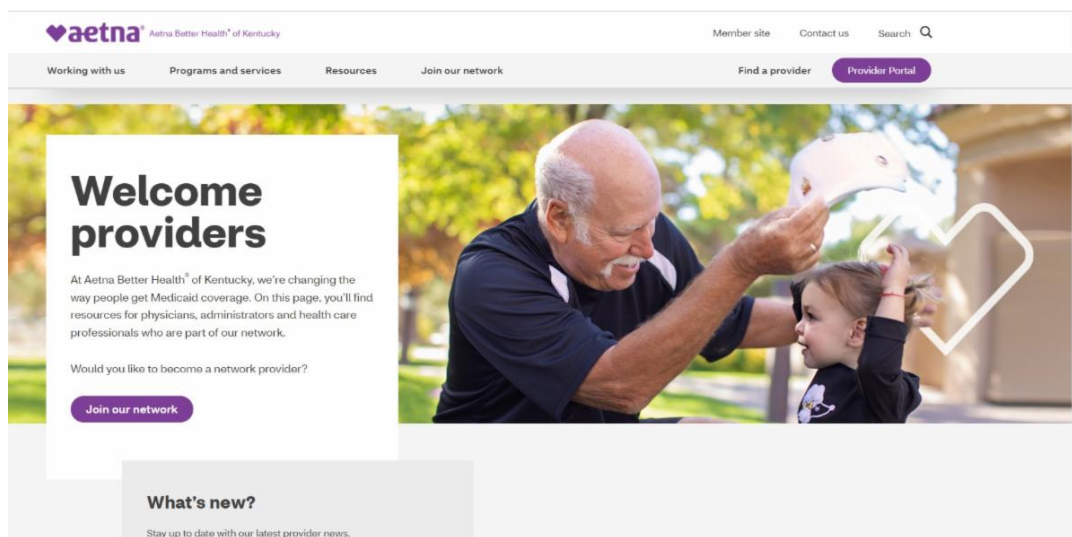
Ld. Director, Network Management

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://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 -
- Claim status look up -
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: [AVAILITY](https://AVAILITY)



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