

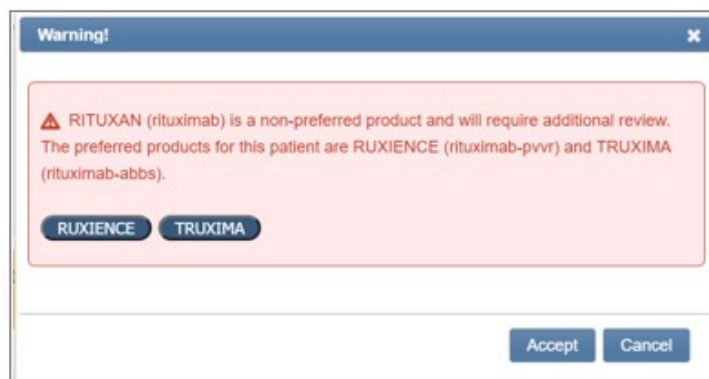


Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	01/30/2023
To:	All Network Providers
From:	Provider Experience
Subject:	Eviti Recommended Formulary Redirection
Document ID	Aetna-1323

Effective March 1, 2023, there will be a change in Eviti for some oncology treatment plans submitted to Aetna Better Health of Kentucky. You may begin to see formulary redirection screens, like the one below, advising of the health plan preferred formulary medication.



This message is to alert you that if the non-preferred drug is selected, the treatment plan will require additional review of the Eviti medical team and will not receive an automatic Eviti Code.

You can:

- **Select** one of the preferred medications in the list by clicking on the drug name, or
- **Accept** this warning message and continue with the treatment entry, or
- **Cancel** the request and submit the treatment with the preferred formulary drug

If you have any questions regarding this change, please contact Eviti Support at 888-482-8057 or via email at clientsupport@nanthealth.com

Questions?

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

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

General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com



Dustin Johnson
SKY Network Manager
Supporting Kentucky Youth
502-648-6526
Johnsond38@Aetna.com

Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Michelle Marrs
Network Relations Manager,
SKY Liaison
859-221-4737
MarrsM@Aetna.com

Supporting Kentucky Youth,
SKY Liaison Statewide



Holly Smith
Network Relations Manager
815-641-7411
Smithh3@Aetna.com

Behavioral Health Providers
Region 1
Region 2
Region 5
Region 6
Region 7
Region 8



Becky Marcum
Network Relations Manager
(606) 350-0579
marcumr@aetna.com

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

All other states excluding: IN,
OH, TN, VA, & WV



Jacquelyne Pack
Network Manager
606-331-1075
Jmpack@Aetna.com

Baptist Health System
CHI Saint Joseph Health
Norton King's Daughters
Medical System
Norton Healthcare System
St. Elizabeth Healthcare
TJ Regional Health Inc
Village MD



Gina Gullo
Network Relations Manager
502-612-9958
Rgullo@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

LifePoint Health System

Providers in the state of
Indiana



Donna Martin

Network Relations Manager
859-207-8618
MartinD4@aetna.com

Region 3

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



Andrea Dewitt

Network Relations Manager
270-306-0765
DewittA@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



Becky Bowman

Network Relations Manager
502-214-0399
BowmanB@Aetna.com

Region 5

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



Trista Gibson

Network Manager
606-305-2705
GibsonT1@Aetna.com

Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Providers in the state of Ohio



Krystal Risner

Network Manager
606-687-0310
Risnerk@Aetna.com

Region 7

Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

Providers in the state of West Virginia



Jennifer Hardin

Network Manager
606-240-0120
HardinJ@Aetna.com

Region 8

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

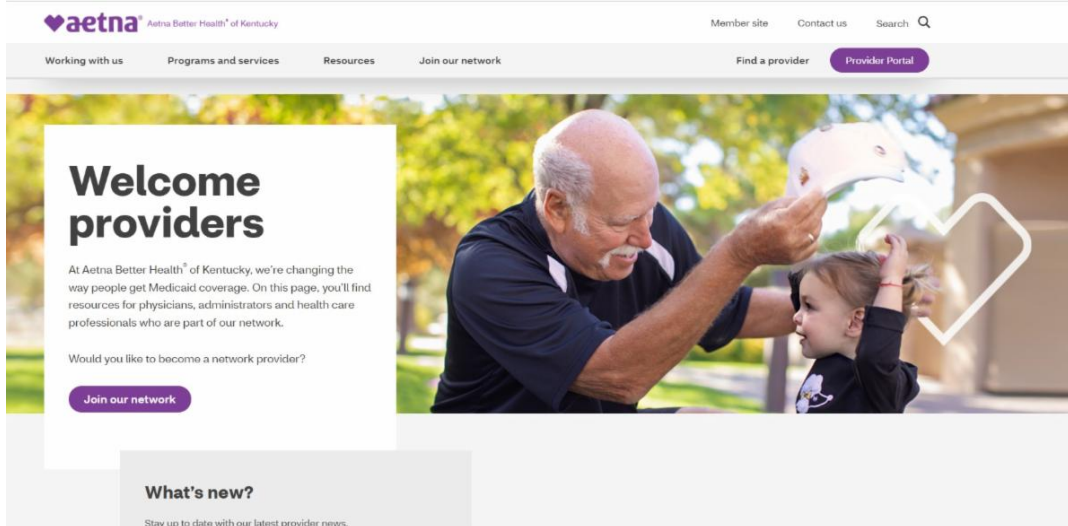
Providers in the state of Virginia

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



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: [AVAILITY](#)



Visit us at [Aetna Better Health of Kentucky](#) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive , Suite 1000, Louisville , KY 40223

[Unsubscribe marstonj@aetna.com](mailto:marstonj@aetna.com)

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