



Aetna Better Health® of Kentucky

NETWORK NOTICE

Date:	2/15/2022
To:	All Network Providers
From:	Provider Experience
Subject:	Providers Affected by the Storms -Resuming PA
Document ID	Aetna -911

In the wake of the devastating storms, that hit our providers in December, we suspended all prior authorization for all providers who operate in the affected counties (Caldwell, Fulton, Graves, Hopkins, Marshall, Muhlenberg, Taylor, and Warren counties).

We will resume the prior authorizations for those affected providers with dates of services on 2/15/2022 and forward.

Please do not hesitate to contact your Network Manager with any assistance you need during these difficult times. We are here to support you and will do our very best to accommodate during this tragic time.

Questions?

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



TRAUMA INFORMED CARE TRAINING - March 22 and 28, 2022



This Trauma Informed Care training, presented by UK and sponsored by Aetna, will provide a brief overview of the types of trauma children/adults may be exposed to and symptoms of traumatic stress. Participants will learn about the elements of a trauma-informed system and will increase their knowledge and practice of emotional regulation strategies that can reduce traumatic stress symptoms in clients. CEs available for SW and Psych only. Not eligible for foster parent credits. Participants will receive a certificate of completion.

[Please Click here to Register](#)



Family Finding and Participatory Practice: A Multi-Day Online Bootcamp

Join Kevin Campbell, Model Author, and Elizabeth Wendel, Family Finding Expert, as they discuss a paradigm shift around participatory healing practice for families in child protection systems. Experiential learning, real-time guided family engagement, and cross-system collaboration will set the stage for walking together in change.

This is practice-based learning. Outside of formal training time we will support you in practicing the concepts learned each day, and admire you sharing in our session time together.

Dates:
21.22.24.25

Time daily:

March 2022

There is no session on Wednesday March 23

12:00 pm - 3:00 pm EST

Family Finding and Participatory Practice Bootcamp

[Please Click Here to Register.](#) You will then receive meeting details.



Elizabeth Wendel

LinkedIn: [linkedin.com/in/elizabeth-wendel-sme](https://www.linkedin.com/in/elizabeth-wendel-sme)

Kevin Campbell

LinkedIn: www.linkedin.com/in/kevin-campbell-5699141

HighFidelity WrapAround Overview

March 8th

11:00am to 1:00pm EST

Please join us for a High Fidelity WrapAround Overview given by The National Center for Innovation and Excellence.

Wraparound is an intensive, team-based, person-centered care planning and management process. It is not a treatment or service per se. Wraparound is not a process for all; it is applicable and most effective for those with complex needs and histories of extensive and costly service utilization.

The wraparound process aims to achieve positive outcomes by providing a structured, creative and individualized team planning process with four specific phases (engagement, plan development, implementation, and transition) that, compared to traditional treatment planning, results in plans that are more effective and more relevant to the child and family.

[CLICK HERE TO JOIN](#)



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INNOVATION & EXCELLENCE
A Dynamic Community

**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
Smith3@Aetna.com

Behavioral Health Providers
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



Trista Gibson

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

Baptist Health System
King's Daughters Medical
System



Gina Gullo

Network Relations Manager
502-612-9958
Rgullo@Aetna.com

Region 1
Ballard, Caldwell, Calloway,
Carlisle, Crittenden, Fulton,

Partners
Cooperative Care Network
Ephraim McDowell
Kentucky Primary Care
Association
The Physicians Network

LifePoint Health System
Norton Healthcare System
St. Claire Medical Center
University of Kentucky
System University of
Louisville System

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



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

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

OPEN

Region 3

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

OPEN

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



Jacquelyne Pack

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

Region 6

Boone, Campbell, Gallatin,
Grant, Kenton, Pendleton
CHI Saint Joseph Medical
Group (Kentucky One)
Vanderbilt

Providers in the state of Ohio
and West Virginia



Krystal Risner

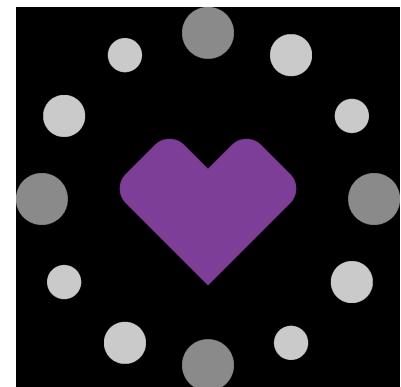
Network Manager
606-687-0310
Risnerk@Aetna.com

Region 7

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

Region 8

Bell, Breathitt, Clay, Floyd,
Harlan, Johnson, Knott,
Knox, Laurel, Lee, Leslie,



Letcher, Magoffin, Martin,
Morgan, Owsley, Perry, Pike,
Whitley, Wolfe

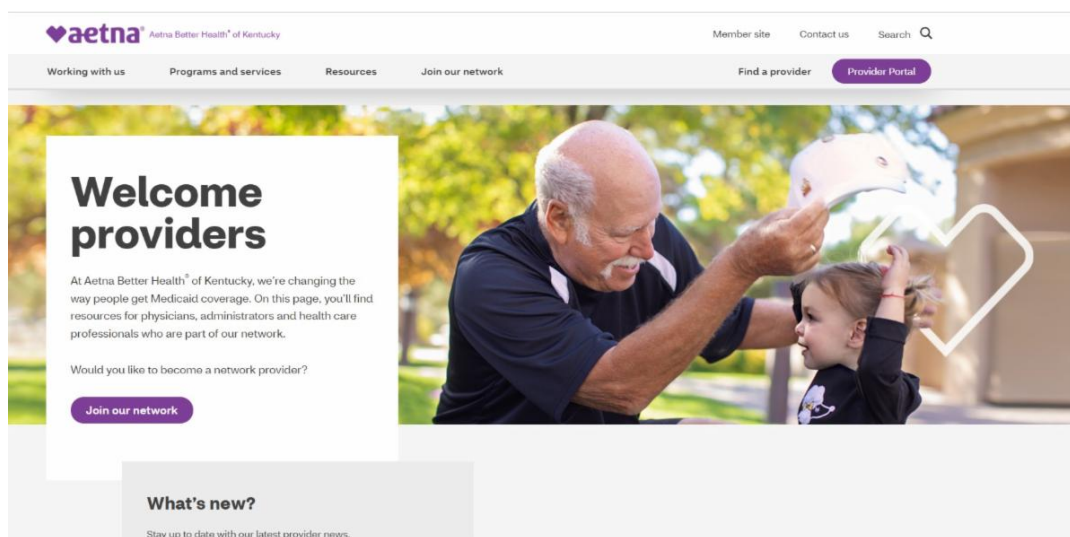
Providers in the state of
Virginia

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



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