

AETNA BETTER HEALTH® OF KENTUCKY

Please note our newly formatted fax blast – A copy of this communication is available on our website:
www.aetnabetterhealth.com/kentucky, go to Provider News

PROVIDER NEWSFLASH – FRIDAY, SEPTEMBER 9, 2016 – PAGE 1 OF 4

To: All Network Providers

Fax: <<location fax>>

In the News: Reminder for eviCore Pain Management & Cardiology Updates
Provider Relations Representative List

1. As a reminder, please see details below for the eviCore Pain Management & Cardiology Updates

Pain Management Update

****Effective September 26, 2016 eviCore is implementing a change of process for initiating Musculoskeletal pre-certification requests via the web.**

Beginning **September 26, 2016**, online requests for ABH Musculoskeletal procedures will be initiated via the eviCore web portal located at <https://evicore.com/Pages/ProviderLogin.aspx>. You will need to complete a brief one-time registration to access the web portal. Utilizing the web is the quickest, most efficient way to initiate a request and obtain the status of an existing request. **Please note:** the contact phone and fax numbers will change as well, please see below:

Have questions about requesting authorizations? Attend our online orientation! The orientation schedule, program training resources, Clinical Guidelines, CPT codes managed, and fax request forms are available at <http://www.medsolutions.com/implementation/abhky>. Please email our client services department at clientservices@eviCore.com, if you have any questions or need more information.

Prior Authorization Update

Effective **September 26, 2016**, Aetna Better Health of Kentucky members will require prior authorization for Cardiology services from eviCore healthcare for dates of service **October 03, 2016** and after. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

New Authorization is required for:

- **Myocardial Perfusion Imaging**
- **Echo**
- **Echo Stress**
- **Diagnostic Heart Catheterization**

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Only elective and scheduled procedures require prior authorization. Services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to these authorization requirements.

To request an authorization, submit your request online, by phone or fax:

- Log onto <https://evicore.com/Pages/ProviderLogin.aspx>, utilizing the web is the quickest, most efficient way to initiate a request.
- Call us at **1-888-693-3211**
- Fax an eviCore healthcare request form (available online) to **1-844-82AETNA**

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

Orientation Session Invitation - Web Orientation Sessions

eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the case creation process. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process and to review the registration process for the web portal.

During these sessions, we will discuss in detail the precertification requirements for Aetna Better Health of Kentucky's members and how to locate additional training materials to navigate the eviCore web portal, <https://evicore.com/Pages/ProviderLogin.aspx>. Topics to be discussed include the new prior authorization process, accessing information from the website and a review of the Quick Reference Guide. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process.

Pain Management Sessions - WebEx may display Central Times

Date	Day of the Week	Time
September 13, 2016	Tuesday	11:00 a.m., ET
September 22, 2016	Thursday	3:00 a.m., ET
October 4, 2016	Tuesday	1:00 p.m., ET
October 5, 2016	Wednesday	9:00 a.m., ET

Prior Authorization Sessions - WebEx may display Central Times

DATE	Day of the Week	Time
September 15, 2016	Wednesday	9:00 a.m., ET
September 16, 2016	Friday	3:00 p.m., ET
September 21, 2016	Wednesday	10:00 a.m., ET
September 22, 2016	Thursday	1:00 p.m., ET
October 3, 2016	Monday	2:00 p.m., ET
October 7, 2016	Friday	11:00 a.m., ET
October 11, 2016	Tuesday	12:00 p.m., ET

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How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://medsolutions.webex.com>
2. Click on the “Training Center” tab at the top of the Web page
3. Find the date and time of the conference you wish to attend by clicking the “Upcoming” tab. All of the Provider Orientation Sessions will be named “ABH KY Provider Training Session - Cardiology”
4. Click “Register”
5. Enter the registration information

After you have registered for the conference, you will receive an e-mail containing:

1. The toll-free phone number and pass code you will need for the audio portion of the conference
2. A link to the Web portion of the conference
3. The conference password

2. Who is my Provider Relations Representative?

On the next page is our current Provider Relations Representative List. A copy is available on our website at www.aetnabetterhealth.com/Kentucky, go to “For Providers”, then click on “Document Library”.



Who Is My Provider Relations Representative?

Behavioral Health	Region 1	Region 2	Region 3	Region 3	Region 4	Region 5		Region 6	Region 7	Region 8	
Community Mental Health Centers (CMHCs)	Ballard	Christian	Breckinridge	Grayson	Adair	Anderson	Bourbon	Boone	Bath	Bell	Clay
	Caldwell	Daviess	Bullitt	Nelson	Allen	Boyle	Fayette	Campbell	Boyd	Breathitt	Floyd
	Calloway	Hancock	Carroll	Phillip Kemper	Barren	Clark	Harrison	Gallatin	Bracken	Harlan	Johnson
	Carlisle	Henderson	Hardin	(502) 719-8604	Butler	Estill	Nicholas	Grant	Carter	Knox	Knott
	Crittenden	Hopkins	Henry	pxkemper@aetna.com	Casey	Franklin	Owen	Kenton	Elliot	Laurel	Lee
	Fulton	McLean	Larue		Clinton	Garrard	Scott	Pendleton	Fleming	Leslie	Letcher
	Graves	Muhlenberg	Marion		Cumberland	Jackson	Woodford		Greenup	Owsley	Magoffin
	Hickman	Ohio	Meade		Edmonson	Jessamine			Lawrence	Whitley	Martin
	Livingston	Todd	Oldham		Green	Lincoln			Lewis	Wolfe	Perry
	Lyon	Trigg	Shelby		Hart	Madison			Mason		Pike
	Marshall	Union	Spencer		Logan	Mercer			Menifee		
	McCracken	Webster	Trimble		McCreary	Montgomery			Morgan		
			Washington		Metcalfe	Powell			Robertson		
					Monroe	Rockcastle			Rowan		
					Pulaski						
					Russell						
				Simpson							
			Region 3	Taylor							
			Jefferson	Warren							
				Wayne							
Lori Kelley	Regina Gullo	Phillip Kemper	Phillip Kemper	Jacquelyne Pack	Brad Jones	Tanura Moss	Sherry Farris	JoAnn Marston	Holly Smith	Lori Kelley	Jacquelyne Pack
(859) 302-6334	(502) 612-9958	(502) 719-8604	(502) 719-8604	(606) 331-1075	(270) 349-0103	(859) 381-7404	(513) 218-7725	(859) 669-6217	(815) 641-7411	(859) 302-6334	(606) 331-1075
KelleyL2@aetna.com	rgullo@aetna.com	pxkemper@aetna.com	pxkemper@aetna.com	jmpack@aetna.com	JonesB11@aetna.com	MossT2@aetna.com	sxfarris@aetna.com	jxrose@aetna.com	SmithH3@aetna.com	KelleyL2@aetna.com	jmpack@aetna.com
All other behavioral health providers are handled within their region.	Are you part of the following?						Please contact:				
	The Physicians Network (TPN) Kentucky Primary Care Association (KYPCA) The Association of Primary Care Physicians (APCP)				Lake Cumberland Physicians Network (LCPN) Community Health Partnerships (CHP)		Abbi Wilson (270) 498-1443 axwilson4@aetna.com				
FOR INITIAL OR GENERAL INQUIRIES CALL CUSTOMER SERVICE AT 1-855-300-5528											

Who Is My Provider Relations Representative if I am located outside of Kentucky?

Illinois	Indiana	California	Michigan	Tennessee	Missouri	North Carolina	Ohio	All other states	Florida	Virginia
Regina Gullo	Phillip Kemper	Phillip Kemper	Jacquelyne Pack	Brad Jones	Tanura Moss	Sherry Farris	JoAnn Marston	Holly Smith	Lori Kelley	Jacquelyne Pack