

TIP TUESDAY

Aetna Better Health® of Kentucky

December 10, 2019

Tip Tuesday Tip # 12

Did you know?

It is that time of year again; Medicaid Managed Care Open Enrollment runs November 4, 2019 through December 13, 2019.

Aetna Better Health of Kentucky is excited to partner with you to answer any questions. To better serve our members we have added **Bonus Benefits** for 2020:

- Free eyeglasses for adults and children
- Free hearing aids for adults and children
- Free UNITE US Resource access to real time social services
- Free CVS Weight Management Program health coach and more
- Free opioid lockbox for qualifying members
- No limits on Over-the-Counter (OTC) medications with doctor prescription*

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](https://www.aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.

Our goal for 2020 is to partner with our providers to reduce administrative burdens. Be watching for additional information on upcoming campaigns.

Member Services - 1-855-300-5528
Behavioral Health Crisis Hotline - 1-888-604-6106
Network Relations - 1-855-454-0061

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



PROVIDER NOTICE - Via Fax/Email

Tuesday, December 10, 2019

TO: <<LOCATION FAX>>

PAGE 1 OF 1

RE: **PHARMACY REMINDERS**

On our Aetna Better Health of Kentucky website, <https://www.aetnabetterhealth.com/kentucky/providers/pharmacy/> you will find important and up to date information about our pharmacy program, including:

1. A list of pharmaceuticals, including restrictions and preferences
2. How to use the pharmaceutical management procedures
3. An explanation of limits or quotas
4. How prescribing practitioners must provide information to support an exception request
5. Process for generic substitution, therapeutic interchange and step-therapy protocols

AEPR00083

