

TIP TUESDAY

Aetna Better Health® of Kentucky

August 06, 2019

Tip Tuesday Tip #5

Succeeding TOGETHER – Access the Secure Portal

We know the health, safety and well-being of patients is top priority. That's why we are committed to joining you in providing a fast, easy and efficient way for you to access information. Our enhanced user friendly secure single sign-on portal is available 24 hours a day to all registers providers. The portal offers information on provider and member records including;

- Claim status * submit an authorization or check status * electronic explanation of benefits *
- search member eligibility * member panel rosters
- * Prior authorization look up tool.

This web-based platform allows us to communicate member healthcare information directly with providers in real time.

Providers can register by downloading the form found at <https://www.aetnabetterhealth.com/kentucky/providers/portal>. Once complete please return to KYProviderRelations@aetna.com.



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.

For any question, providers may contact us at 1-855-454-0061 between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at KYProvidersRelation@aetna.com

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

