 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	May 6, 2021
	To	All Network Providers
	From	Provider Experience
	Subject	Prior Authorization Resumes

Effective 6/1/2021 (date of service), Aetna Better Health of Kentucky will resume with prior authorization policy and processes, **for medical or surgical inpatient admission and concurrent review** (Provider type 01).

Prior authorizations will remain in place for an **outpatient medical or surgical service/procedure**.

Prior authorizations will remain in place for **all pharmacy benefits and products listed on the physician administered drug lists**.

Behavioral health and SUD (substance use disorder) are excluded.

Behavioral health and SUD services are defined as services provided by any behavioral health provider type (02, 03, 04, 05, 06, 23, 26, 30, 62, 63, 66, 67, 81, 82, 83, 84, 89, 92), services listed on the Behavioral Health and Substance Abuse Services Inpatient and Outpatient fee schedules, and services listed on the Community Mental Health Center (CMHC) Mental Health Substance Abuse Codes and Units of Service fee schedule.

For a comprehensive listing of authorization requirements by Healthcare Common Procedure Coding System (HCPCS) and Current Procedural Terminology (CPT) codes, please visit the Aetna Better Health provider portal at <http://aetnabetterhealth-kentucky.aetna.com/> and refer to the prior authorization tool/directory.

Providers/offices can begin requesting Prior Authorizations immediately, in advance of 06/01/2021. Medical providers may request authorization and submit notification Monday – Friday between the hours of 8am – 6pm EST. The form is available on our website.

- Fax: 1-855-454-5579
- Call: 1-888-725-4969
- Submit through our 24/7 secure provider portal: <http://aetnabetterhealth-kentucky.aetna.com/>

Questions?

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

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 days a week. The recipient may also send an opt-out request via email to do_not_call@aetna.com. An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.





Aetna Better Health® of Kentucky

Network Relations Contact Information & Coverage Areas

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.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.

	<p>Supporting Kentucky Youth - Statewide</p> <p>Region 3 Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>	<p>Dustin Johnson SKY Network Manager 502-648-6526 Johnsond38@Aetna.com</p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p>Holly Smith Network Relations Manager 815-641-7411 Smithh3@Aetna.com</p>
	<p>Association of Primary Care Physicians (APCP) Community Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association (KPCA) The Physicians Network (TPN)</p>	<p>Sammie Asher Network Relations Manager 606-401-1573 Ashers@Aetna.com</p>

<p>Baptist Health System King's Daughters Medical System LifePoint Health System Norton Healthcare System St. Claire Medical Center University of Kentucky System University of Louisville System</p>		<p>Trista Gibson Network Manager 606-305-2705 GibsonT1@Aetna.com</p>
 <p>Supporting Kentucky Youth, SKY Liaison Statewide</p>		<p>Michelle Marrs Network Relations Manager, SKY Liaison 859-221-4737 MarrsM@Aetna.com</p>
<p>Regions 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken Regions 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster Providers in the state of Indiana</p>		<p>Gina Gullo Network Relations Manager 502-612-9958 Rgullo@Aetna.com</p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>		<p>Connie Edelen Network Relations Manager 502-240-2122 Czedelen@Aetna.com</p>
<p>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</p>		<p>Abbi Wilson Network Manager 270-816-0893 Wilsona8@Aetna.com</p>
 <p>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</p>		<p>Becky Bowman Network Relations Manager 502-214-0399 BowmanB@Aetna.com</p>



Region 6
Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

CHI Saint Joseph Medical Group (Kentucky One)

Providers in the state of Ohio and West Virginia

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

Region 8
Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Region 7
Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

Providers in the state of Virginia



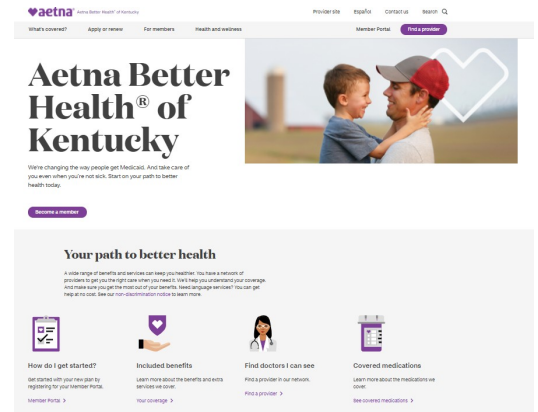
Krystal Risner
Network Manager
606-687-0310
Risnerk@Aetna.com

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

