


NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	7/20/2021
	To	All Network Providers
	From	Provider Experience
	Subject	CREDIT BALANCES / Clinical Payment Updates

Beginning on August 15, 2021, Aetna Better Health of Kentucky is adopting a program of periodically reviewing hospital credit balances. This program was developed to improve the quality of our services and fulfill our responsibilities to our customers that will require little or no time on the part of your staff.

To this end, Aetna Better Health of Kentucky authorizes CDR Associates, an affiliate of Conduent, to review any medical claim(s) paid to hospitals or medical facilities for the purpose of determining whether Aetna Better Health of Kentucky is due any overpayments. Aetna Better Health of Kentucky has also requested that CDR Associates recover refunds of any such overpayments and facilitate the necessary adjustments of any underpayments.

Aetna Better Health of Kentucky authorizes CDR Associates access, and/or to request access on behalf of Aetna Better Health of Kentucky, to any patient medical or financial records that are required to complete any review. This access should be to the same extent and under the same authority as though Aetna Better Health of Kentucky on its own would have access and/or be able to request such access.

CDR Associates is a "Business Associate" of Aetna Better Health of Kentucky as defined in 45 C.F.R. §164.103 (HIPAA). A Business Associate Agreement exists between CDR Associates and Aetna Better Health of Kentucky and is valid until 12/31/2018 or until further written notice. CDR Associates conducts payment operations on behalf of Aetna Better Health of Kentucky as defined by 45 C.F.R. §164.501 (1)(i) as it pertains to determinations of eligibility or coverage (including coordination of benefits or the determination of cost sharing amounts). Disclosure of protected health information is permitted pursuant to 45 C.F.R. §164.502 and in accordance with 45 C.F.R. §164.506. As this is a permitted disclosure, please respond to any requests for information, including personal health information, requested by CDR Associates.

Credit balance overpayments identified as a result of these reviews and requested by CDR Associates should be made payable to Aetna Better Health of Kentucky and forwarded to the following address:

*Aetna Better Health of Kentucky
C/O CDR Associates
PO Box 62179
Baltimore, MD 21264-2179*

If you have any questions or need additional information on this program, please feel free to contact Elizabeth Welsh of CDR Associates at **410-560-6700 ext. 1218**, or your Provider Relations Representative at **1-855-300-5528**, Monday through Friday, 8 a.m. to 5 p.m., ET.

We regularly augment our clinical, payment, and coding policy positions as part of our ongoing policy review processes. To keep our providers informed, please see the below chart of upcoming new policies.

Readmissions - Per our policy, located in the 2021 Provider Manual, If the member is readmitted, the provider should submit a corrected claim inclusive of the original and second admission with leave of absence codes during the timeframe the member was not admitted. Upon receipt of the corrected claim, Aetna will retract the original


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payment and consider the new corrected and comprehensive claim for payment. Note that that authorizations for a member readmission will be denied under the previous stay which occurred within the last 14 days.

Questions?

Simply contact your Network Relations Manager. Our most current listing can be found on our website.

NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	7/20/2021
	To	All Network Providers
	From	Provider Experience
	Subject	CLINICAL PAYMENT, CODING AND POLICY CHANGES & LAB UPDATES

We regularly augment our clinical, payment, and coding policy positions as part of our ongoing policy review processes. To keep our providers informed, please see the below chart of upcoming new policies.

Readmissions - Per our policy, located in the 2020 Provider Manual, If the member is readmitted, the provider should submit a corrected claim inclusive of the original and second admission with leave of absence codes during the timeframe the member was not admitted. Upon receipt of the corrected claim, Aetna will retract the original payment and consider the new corrected and comprehensive claim for payment. Note that that authorizations for a member readmission will be denied under the previous stay which occurred within the last 14 days.

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 day 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>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>



Supporting Kentucky Youth, SKY Liaison
Statewide

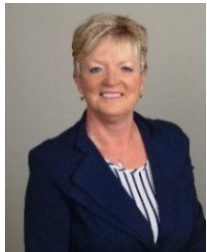
Michelle Marris
Network Relations
Manager, SKY Liaison
859-221-4737
MarrisM@Aetna.com

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



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

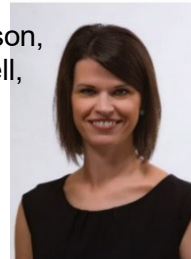
Providers in the state of Indiana



Region 3
Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,
Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,
Spencer, Trimble, Washington

Connie Edelen
Network Relations Manager
502-240-2122
Czedelen@Aetna.com

Region 4
Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson,
Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell,
Simpson, Taylor, Warren, Wayne



Abbi Wilson
Network Manager
270-816-0893
Wilsona8@Aetna.com

Providers in the state of Tennessee



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

Becky Bowman
Network Relations Manager
502-214-0399
BowmanB@Aetna.com



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

