



## Aetna Better Health<sup>®</sup> of Kentucky

# NETWORK NOTICE

Date:	04/18/2023
To:	All Network Providers
From:	Provider Experience
Subject:	Availability Standards Reminder
Document ID	

### Availability Standards

To ensure members receive care in a timely manner, providers must maintain the following appointment availability, missed appointment follow-up and after-hours access standards as required by the Department for Medicaid Services:

Provider Type	Appointment Type	Availability
<b>PCP</b>	Routine Care	Within 30 Days
	Urgent Care	Within 48 Hours
	Non-Urgent	Within 72 Hours
	Return After-Hours Calls	Within 30 Minutes
	Emergency Care	Same Day
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week
<b>Pediatrics</b>	Urgent Care	Within 48 Hours
	Sick Care	Within 30 Days
	Return After-Hours Calls	Within 30 Minutes
	Emergency Care	Same Day
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week
<b>Specialist</b>	Routine Care	Within 30 Days
	Urgent Care	Within 48 Hours
	Return After-Hours Calls	Within 30 Minutes
	Emergency Care	Same Day
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week
<b>Oncology</b>	Next Available Appointment	Within 30 Days
	Urgent Care	Within 48 Hours
	Return After-Hours Calls	Within 30 Minutes
	Emergency Care	Same Day
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week
<b>OBGYN</b>	Routine or Next Available	Within 30 Days

	Appointment	
	Urgent Care	Within 48 Hours
	Initial Prenatal Visit for Pregnant Women in First Trimester	Within 14 Days
	Initial Prenatal Visit for Pregnant Women in Second Trimester	Within 7 Days
	Initial Prenatal Visit for Pregnant Women in third Trimester	Within 3 Days
	Initial Prenatal Visit for pregnant women with High-Risk Pregnancies	Within 3 Days
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

<b>Behavioral Health</b>	Urgent Care	Within 48 Hours
	Non-Life-Threatening Psychiatric Emergency	Within 6 Hours
	Inpatient Follow-Up	Within 7 Days
	Initial Routine Care	Within 10 Business Days
	Routine Care Follow-Up	Within 30 Days
	Missed Inpatient Appointment Follow-Up	Within 24 Hours
	After-Hours Care (answering service; on-call MDs)	24 hours a day; 7 days a week

## Missed Appointments/Follow-up Visits

Providers should contact members regarding missed appointments. The following guidelines should be used to track compliance and assist members with keeping scheduled appointments:

- Contact phone numbers should be requested and confirmed with the member at each appointment.
- If the member fails to keep his/her scheduled appointment, the provider office staff should document the occurrence in the member's medical record.
- The office staff may contact Aetna Better Health Member Services Department at 1-855-300-5528 for assistance when members cannot be reached by telephone to verify appointments.
- Providers should encourage member compliance to minimize no-shows. Provider offices may provide a return appointment card for each member and are encouraged to make a reminder call one (1) day before a scheduled appointment.
- Providers may not bill or collect fees from members for missed appointments.
- Providers may request that Aetna Better Health Member Services Department call members to educate about chronic missed appointments.

## Twenty-Four (24) Hour Access to Care

Providers are required to ensure access to care is provided 24 hours a day, 7 days a week. Providers are required to arrange and maintain after-hours on-call coverage with participating providers. This involvement ensures the overall quality and continuity of care for the member.

### Covering providers

Providers may use a back-up provider for on-call coverage in order to provide services 24 hours a day, 7 days a week. The coordination of on-call coverage is the sole responsibility of the arranging provider. Providers should use other Aetna Better Health participating providers for back-up coverage arrangements and ensure they are knowledgeable or have access to and will comply with Aetna Better Health policies and requirements. The provider remains ultimately responsible for the member's care.

### Phone line transfer

The provider's phone line is transferred directly to provider's designated after-hours number (i.e., mobile number or answering service). Aetna Better Health's participating providers are expected to respond to after-hours calls within 30 minutes of call received.

## Questions?

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

# NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

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. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

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

Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: [KyProviderUpdates@aetna.com](mailto:KyProviderUpdates@aetna.com)

General forms, ERA enrollments, or general questions can be sent to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



**Dustin Johnson**  
SKY Network Manager  
Supporting Kentucky Youth  
502-648-6526  
[JohnsOND38@aetna.com](mailto:JohnsOND38@aetna.com)

Behavioral Health Providers  
Region 3  
Region 4

All Regions - Community  
Mental Health Centers



**Michelle Marrs**  
Network Relations Manager,  
SKY Liaison  
859-221-4737  
[MarrsM@aetna.com](mailto:MarrsM@aetna.com)

Supporting Kentucky Youth,  
SKY Liaison Statewide



**Holly Smith**  
Network Relations Manager  
815-641-7411  
[SmithH3@aetna.com](mailto:SmithH3@aetna.com)

Behavioral Health Providers  
Region 1  
Region 2  
Region 5  
Region 6  
Region 7  
Region 8



**Becky Marcum**  
Network Relations Manager  
(606) 350-0579  
[marcumr@aetna.com](mailto:marcumr@aetna.com)

Association of Primary Care  
Physicians  
Community of Health  
Partners  
Cooperative Care Network  
Ephraim McDowell  
Kentucky Primary Care  
Association  
The Physicians Network

All other states excluding: IN,  
OH, TN, VA, & WV



**Jacquelyne Pack**  
Network Manager  
606-331-1075  
[Jmpack@aetna.com](mailto:Jmpack@aetna.com)

Baptist Health System  
CHI Saint Joseph Health  
Norton King's Daughters  
Medical System  
Norton Healthcare System  
St. Elizabeth Healthcare  
TJ Regional Health Inc  
Village MD



**Gina Gullo**  
Network Relations Manager  
502-612-9958  
[Rgullo@aetna.com](mailto:Rgullo@aetna.com)

**Region 1**  
Ballard, Caldwell, Calloway,  
Carlisle, Crittenden, Fulton,  
Graves, Hickman, Livingston,  
Lyon, McCracken  
**Region 2**  
Christian, Daviess, Hancock,  
Henderson, Hopkins,  
McLean, Muhlenberg, Ohio,  
Todd, Trigg, Union, Webster

LifePoint Health System

Providers in the state of  
Indiana



**Donna Martin**  
Network Relations Manager  
859-207-8618  
[MartinD4@aetna.com](mailto:MartinD4@aetna.com)



**Andrea Dewitt**  
Network Relations Manager  
270-306-0765  
[DewittA@aetna.com](mailto:DewittA@aetna.com)



**Becky Bowman**  
Network Relations Manager  
502-214-0399  
[BowmanB@aetna.com](mailto:BowmanB@aetna.com)

**Region 3**

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

**Region 4**

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

**Region 5**

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford

Providers in the state of Tennessee

**Trista Gibson**

Network Manager  
606-305-2705  
[GibsonT1@Aetna.com](mailto:GibsonT1@Aetna.com)

**Krystal Risner**

Network Manager  
606-687-0310  
[Risnerk@Aetna.com](mailto:Risnerk@Aetna.com)

**Jennifer Hardin**

Network Manager  
606-240-0120  
[HardinJ@Aetna.com](mailto:HardinJ@Aetna.com)

**Region 6**

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Providers in the state of Ohio

**Region 7**

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

Providers in the state of West Virginia

**Region 8**

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

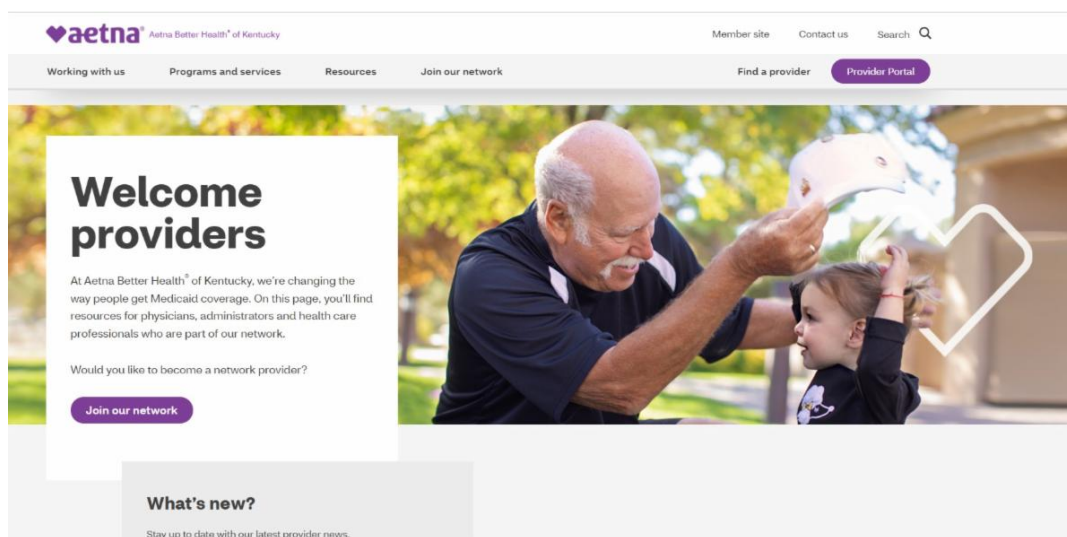
Providers in the state of Virginia

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](https://AetnaBetterHealth.com/Kentucky)

**Availity**

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

**Functionality examples include:**

- Eligibility and member benefits look up -
- EFT registration -
- Claim status look up -
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: [AVAILITY](https://AVAILITY)



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

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