



**Aetna Better Health[®]
of Kentucky**




Who is my Network Relations Contact


Our Network Manager (Provider Engagement) Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to provider education, training, and support.

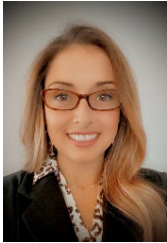
Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM
For general questions, send to KYProviderRelations@aetna.com


| Territory – All Provider Types (excluding Behavioral Health) | Contact Information | |
|--|---|--|
| <p>Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken</p> <p>Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Providers in the state of Indiana</p> | <p>Gina Gullo 502-612-9958 Rlgullo@aetna.com</p> |  |

| Territory – Ancillary Providers ONLY (excluding BH, Hospital and PCP) | Contact Information | |
|--|---|---|
| <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</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</p> | <p>Becky Bowman 502-214-0399 BowmanB@aetna.com</p> |  |





| Territory – Hospital Systems & PCP ONLY | Contact Information | |
|---|--|---|
| <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</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</p> <p>University of Louisville • Norton • Ephraim McDowell • University of Kentucky • Community Health Partner • Association of Primary Care Physicians • The Physician Network • CHI</p> | <p>Trista Gibson 606-305-2705 GibsonT1@aetna.com</p> |  |


| Territory – All Provider Types (excluding Behavioral Health) | Contact Information | |
|---|--|--|
| <p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>ABHKY Providers in the state of Tennessee</p> | <p>Andrea Dewitt 270-306-0765 DewittA@aetna.com</p> |  |

| Territory – Ancillary Providers ONLY (excluding BH, Hospital and PCP) | Contact Information | |
|---|--|---|
| <p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY providers located in Ohio, Virginia & West Virginia</p> | <p>Jennifer Hardin 606-240-0120 HardinJ@aetna.com</p> |  |





| Territory – Hospital Systems & PCP ONLY | Contact Information | |
|--|--|---|
| <p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY providers located in Ohio, Virginia & West Virginia</p> <p>Kentucky Primary Care Association • St. Elizabeth • Baptist Healthcare • St. Claire Medical</p> | <p>Jacquelyne Pack 606-331-1075 Jmpack@aetna.com</p> |  |


| Territory – Behavioral Health ONLY | Contact Information | |
|---|--|---|
| <p>Community Mental Health Centers – Statewide</p> <p>Behavioral health providers</p> <ul style="list-style-type: none"> • Region 1 • Region 2 • Region 7 • Region 8 | <p>Holly Smith 815-641-7411 SmithH3@aetna.com</p> |  |


| Territory – Behavioral Health ONLY | Contact Information | |
|--|---|---|
| <p>Behavioral health providers</p> <ul style="list-style-type: none"> • Region 3 • Region 4 • Region 5 • Region 6 | <p>Christi Atkinson 859-321-0775 AtkinsonC1@aetna.com</p> |  |



| Territory – All Provider Types | Contact Information | |
|--|--|---|
| Supporting Kentucky's Youth (SKY) Liaison – Statewide All other out of state providers (not otherwise listed above) | Michelle Marrs 859-221-4737 MarrsM@aetna.com |  |

| External | Contact Information | |
|-----------|--|---|
| Statewide | Dustin Johnson 502-648-6526 JohnsonD38@aetna.com |  |

| Supervisor, Network Management | Contact Information | |
|--------------------------------|--|--|
| | Krystal Risner 606-687-0310 RisnerK@aetna.com |  |

| Ld. Director, Network Management | Contact Information | |
|----------------------------------|---|---|
| | JoAnn Marston 859-669-6217 MarstonJ@aetna.com |  |



Mailbox: Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://payerenrollservices.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
- **Availity** - Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries.
Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>
- **Network Notices** - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up.

Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

