



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




Provider Engagement


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 providers for 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.

Supporting Kentucky Youth – (SKY)

Territory	Contact Information	
Liaison – Statewide All other out of state not otherwise listed below.	Michelle Marrs 859-221-4737 MarrsM@aetna.com	

Behavioral Health


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


Behavioral Health



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


All Provider Types


Territory –excluding Behavioral Health	Contact Information	
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 ABHKY providers located in Indiana	Gina Gullo 502-612-9958 Rlgullo@aetna.com	

Territory – All Provider Types excluding Behavioral Health	Contact Information	
Region 4 -Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne ABHKY providers located in Tennessee	Andrea Dewitt 270-306-0765 DewittA@aetna.com	


Territory – Ancillary Providers ONLY (Excluding BH, Hospital and PCP)	Contact Information	
Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford		Vacant – please send all inquiries to KYProviderRelations@aetna.com



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>Trista Gibson 606-305-2705 GibsonT1@aetna.com</p>	


Territory	Contact Information	
<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 Virginia & West Virginia</p>	<p>Jennifer Hardin 606-240-0120 HardinJ@aetna.com</p>	

Territory	Contact Information	
<p>Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>ABHKY providers located in Ohio</p>		<p>Vacant – please send all inquiries to KYProviderRelations@aetna.com</p>

Territory – IPAs listed	Contact Information	
<p>Independent Provider Associations</p> <ul style="list-style-type: none"> • Association of Primary Care Physicians • Kentucky Primary Care • The Physician Network 	<p>Shawna Sharp 606-359-9955 sharps@aetna.com</p>	



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](https://www.aetna.com/betterhealth/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>

