

Important phone numbers (Quick Reference Guide)

Department	Phone Number
Member Services	1-855-300-5528 (TTY: 711)
Behavioral Health Crisis Hotline	1-888-604-6106 (TDD: 1-866-200-3269, TTY: 711)
Network Relations	1-855-454-0061
Prior Authorization <i>*see additional below for SKY specific members:)</i> You may also submit pharmacy requests online through CoverMyMeds, Surescripts, or CenterX ePA portals	Medical: Phone 1-888-725-4969 Fax 1-855-454-5579 Behavioral Health: Phone 1-855-300-5528 Fax 1-855-301-1564 Psychological Testing: 1-844-885-0699 Pharmacy: MedImpact Phone 1-844-336-2676 Fax 1-858-357-2412 https://kyportal.medimpact.com/provider-forms/provider-forms
Prior Authorization – SKY Members Only	SKY Medical: 1-833-689-1422 SKY Concurrent Review Fax: 1-833-689-1423 SKY Behavioral Health Fax: 1-833-689-1424
Concurrent Review Inpatient Medical Requests	Fax: 1-855-454-5043 Phone: 1-888-470-0550 Submission also available through Availity
Retro Review	Phone: 1-888-470-0550 , Opt. 8 Fax: 1-855-336-6054
Vision/Dental (Avesis)	1-855-214-6777
Radiology/Pain Management (eviCore)	1-888-693-3211
Pharmacy (MedImpact)	1-800-210-7628
Fraud & Abuse	1-855-300-5528
Office Location	Aetna Better Health of Kentucky 9900 Corporate Campus Drive, Suite 1000 Louisville, KY 40223
Claims Information	EDI Payor ID (Claim) #128KY PO Box 982969 El Paso, TX 79998-2969
Claims Inquiry Claims Research (CICR)	1-855-300-5528
Member Eligibility Verification at KYHealthChoices.net	https://public.kymmis.com
Case and Disease Management Referrals	1-888-470-0550
Returned Checks and Refunds	Aetna Better Health of Kentucky Attn: Finance P. O. Box 842605 Dallas, TX 75284-2605
Complaints Appeals Address	Aetna Better Health of Kentucky Attn: Appeals Department PO Box 81040 - 5801 Postal Rd Cleveland, OH 44181 Fax 1-855-454-5585 email: KYAppealandGrievance@aetna.com
Website	AetnaBetterHealth.com/Kentucky
Availity Portal	https://apps.availity.com/availity/web/public.elegant.login