



**Aetna Better Health<sup>®</sup>  
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.

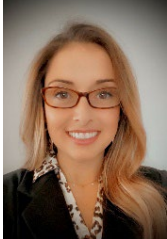
**Aetna Better Health of Kentucky** offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM  
For general questions, send to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)


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

Territory – Ancillary Providers ONLY (excluding BH, Hospital and PCP)	Contact Information	
<p><b>Region 3</b> Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p><b>Region 5</b> 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 <a href="mailto:BowmanB@aetna.com">BowmanB@aetna.com</a></p>	





Territory – Hospital Systems & PCP <b>ONLY</b>	Contact Information	
<p><b>Region 3</b> Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p><b>Region 5</b> 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 <a href="mailto:GibsonT1@aetna.com">GibsonT1@aetna.com</a></p>	


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

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





Territory – Hospital Systems & PCP <b>ONLY</b>	Contact Information	
<p><b>Region 6</b> Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p><b>Region 7</b> Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p><b>Region 8</b> 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 &amp; West Virginia</p> <p>Kentucky Primary Care Association • St. Elizabeth • Baptist Healthcare • St. Claire Medical</p>	<p>Jacquelyne Pack 606-331-1075 <a href="mailto:Jmpack@aetna.com">Jmpack@aetna.com</a></p>	


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


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

External	Contact Information	
Statewide	Dustin Johnson 502-648-6526 <a href="mailto:JohnsonD38@aetna.com">JohnsonD38@aetna.com</a>	

Supervisor, Network Management	Contact Information	
	Krystal Risner 606-687-0310 <a href="mailto:RisnerK@aetna.com">RisnerK@aetna.com</a>	

Ld. Director, Network Management	Contact Information	
	JoAnn Marston 859-669-6217 <a href="mailto:MarstonJ@aetna.com">MarstonJ@aetna.com</a>	



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

