

**AETNA BETTER HEALTH® OF KENTUCKY**

A copy of this communication will be available on our website: [www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky), to "Provider News"

**PROVIDER NEWSFLASH – DECEMBER 21, 2018 – PAGE 1 OF 2**

**To:** Network Providers

**Fax:** <<location fax>>

**In the News: Monthly Collection Letter to include Supporting Claims Detail**

Providers – we heard you! Please read below for our latest improvement based on your feedback.

Beginning in **October 2018**, Aetna Better Health of Kentucky began including supporting claims details with the monthly collection letter. Below is an example of the claims detail that now accompanies the monthly collection letter (we have selected to exclude the detail if it is 100 or more printed pages).

In the example:

- 5/29/2018 negative balance created
- Claim adjusted (Claim ID)
- Amount adjusted (Claim Paid)
- Final negative balance of \$1,090.73 (sum of original amount due by provider)

In addition:

- recoupment of \$100.98 on 9/19/18
- Current balance owed (original amount due by provider offset by claims processed)

Health Plan: Kentucky									
Pay to Provider: XXXXXXXX		Provider Status: Active		<b>EXAMPLE</b>					
Prov ID: 95499KYIP		Advance Dates: 5/29/2018 - 5/29/2018							
<a href="#">Show/Hide Claims</a>									
Trans Type	Advance	LOB	Trans Date	Advance Amt	Adj Trans Amt	Running Balance	Current Balance	Days Outstanding	
ADVANCE		Kentucky - Medicaid & CHIP	5/29/2018	\$1,090.73		\$989.75	\$989.75	35	
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	REVERSED	(\$936.60)	\$0.00	\$0.00	Reversal of Claim # is XXXXX
5/29/2018 Negative balance created									
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	REVERSED	(\$936.60)	\$0.00	\$0.00	
Amount adjusted (Claim Paid)									
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	PAID	\$297.69	\$0.00	\$0.00	
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	PAID	\$297.69	\$0.00	\$0.00	
Recoupment on 9/19/2018									
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	PAID	\$187.09	\$0.00	\$0.00	
INTERNAL ADJ	FFS	Kentucky - Medicaid & CHIP	9/19/2018	\$1,090.73	(\$100.98)	\$989.75	\$989.75	35	
Claim ID	Pat Acct No	CarrierMemID	Member Name	Provider Name	Status	Claim Paid	Interest/Discount	Provider Refund	Remit Comments
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	PAID	\$100.98	\$0.00	\$0.00	
Recoupment of \$ 100.98									

Our goal was simple – to save providers time when managing their records.

If you have questions, simply call us at **1-855-300-5528**, or contact your Network Relations Consultant. Our most current list is attached.

**Who is my Provider Relations Representative? - Effective 11.09.2018**

Region	Provider Representative	Telephone	Email	State
1	Gina Gullo	(502) 612-9958	Rgullo@aetna.com	N/A
2	Gina Gullo	(502) 612-9958	Rgullo@aetna.com	Indiana
3	Becky Bowman	(502) 434-8917	BowmanB@aetna.com	N/A
4	Abbi Wilson	(270) 816-0893	WilsonA8@aetna.com	Tennessee
4	Tacie Campbell (transitioning)	(502) 702-6540	Campbellt6@aetna.com	
5	Sammie Asher	(606) 401-1573	AsherS@aetna.com	N/A
6	Holly Smith	(815) 641-7411	SmithH3@aetna.com	Ohio
7	Jacqulyne Pack	(606) 331-1075	Jmpack@aetna.com	West Virginia
8	Krystal Risner	(606) 687-0310	Risnerk@aetna.com	Virginia
Outside of KY	Salicia Green	(502) 434-8186	GreenS2@aetna.com	All Other States
CMHC	Lori Kelley	(859) 302-6334	KelleyL2@aetna.com	N/A



**List of Counties by Regions**

<b>Region 1</b>	Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken
<b>Region 2</b>	Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster
<b>Region 3</b>	Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington
<b>Region 4</b>	Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne
<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
<b>Region 6</b>	Boone, Campbell, , Gallatin, Grant, Kenton, Pendleton
<b>Region 7</b>	Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan
<b>Region 8</b>	Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott ,Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe