



Aetna Better Health® of Kentucky

NETWORK NOTICE

Date:	4/22/2022
To:	All Network Providers
From:	Provider Experience
Subject:	Network Manager Staff Update
Document ID	

Network Manager staff update

Please join us in welcoming....

Donna Martin joined our Network Relations Team in January of 2022. She will be serving our partners in Region 3 (excluding behavioral health providers). She can be reached via email at MartinD4@aetna.com or by mobile phone 859-207-8618.

Andrea Dewitt joined our Network Relations Team in January of 2022. She will be serving our partners in Region 4 and the state of Tennessee. She can be reached via email at DewittA@aetna.com or by mobile phone 270-306-0765.

Jennifer Hardin joined our Network Relations Team in March of 2022. She will be serving our partners in region 8 (excluding behavioral health providers). She can be reached via email at HardinJ@aetna.com or by mobile phone 606-240-0120.

These individuals bring with them a wealth of knowledge and a combined 50 years' experience and they are excited to begin working with providers in the network.

Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

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.

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

General forms, ERA enrollments, or general questions can be sent to KYProviderRelations@aetna.com



Dustin Johnson
SKY Network Manager
Supporting Kentucky Youth
502-648-6526
Johnsond38@Aetna.com

Behavioral Health Providers
Region 3
Region 4

All Regions - Community
Mental Health Centers



Michelle Marrs
Network Relations Manager,
SKY Liaison
859-221-4737
MarrsM@Aetna.com

Supporting Kentucky Youth,
SKY Liaison Statewide



Holly Smith
Network Relations Manager
815-641-7411
Smithh3@Aetna.com

Behavioral Health Providers
Region 1
Region 2
Region 5
Region 6
Region 7
Region 8



Becky Marcum
Network Relations Manager
(606) 350-0579
marcumr@aetna.com

Association of Primary Care
Physicians
Community of Health



Trista Gibson
Network Manager
606-305-2705
GibsonT1@Aetna.com

Baptist Health System
King's Daughters Medical



Gina Gullo
Network Relations Manager
502-612-9958
Rgullo@Aetna.com

Region 1
Ballard, Caldwell, Calloway,

Partners
Cooperative Care Network
Ephraim McDowell
Kentucky Primary Care
Association
The Physicians Network

All other states excluding: IN,
OH, TN, VA, & WV



Donna Martin

Network Relations Manager
859-207-8618
MartinD4@aetna.com

Region 3

Breckinridge, Bullitt, Carroll,
Grayson, Hardin, Henry,
Jefferson, Larue, Marion,
Meade, Nelson, Oldham,
Shelby, Spencer, Trimble,
Washington



Jacquylne Pack

Network Manager
606-331-1075
Jmpack@aetna.com

Region 6

Boone, Campbell, Gallatin,
Grant, Kenton, Pendleton

CHI Saint Joseph Medical
Group (Kentucky One)

Vanderbilt

Providers in the state of Ohio

System
LifePoint Health System
Norton Healthcare System
St. Claire Medical Center
University of Kentucky
System University of
Louisville System



Andrea Dewitt

Network Relations Manager
270-306-0765
DewittA@aetna.com

Region 4

Adair, Allen, Barren, Butler,
Casey, Clinton, Cumberland,
Edmonson, Green, Hart,
Logan, McCreary, Metcalfe,
Monroe, Pulaski, Russell,
Simpson, Taylor, Warren,
Wayne

Providers in the state of
Tennessee



Krystal Risner

Network Manager
606-687-0310
Risnerk@aetna.com

Region 7

Bath, Boyd, Bracken, Carter,
Elliot, Fleming, Greenup,
Lawrence, Lewis, Mason,
Menifee, Morgan, Robertson,
Rowan

Providers in the state of
Virginia

Carlisle, Fultons, Fulton,
Graves, Hickman, Livingston,
Lyon, McCracken

Region 2

Christian, Daviess, Hancock,
Henderson, Hopkins,
McLean, Muhlenberg, Ohio,
Todd, Trigg, Union, Webster

Providers in the state of
Indiana



Becky Bowman

Network Relations Manager
502-214-0399
BowmanB@aetna.com

Region 5

Anderson, Bourbon, Boyle,
Clark, Estill, Fayette,
Franklin, Garrard, Harrison,
Jackson, Jessamine, Lincoln,
Madison, Mercer,
Montgomery, Nicholas,
Owen, Powell, Rockcastle,
Scott, Woodford



Jennifer Hardin

Network Manager
606-240-0120
HardinJ@aetna.com

Region 8

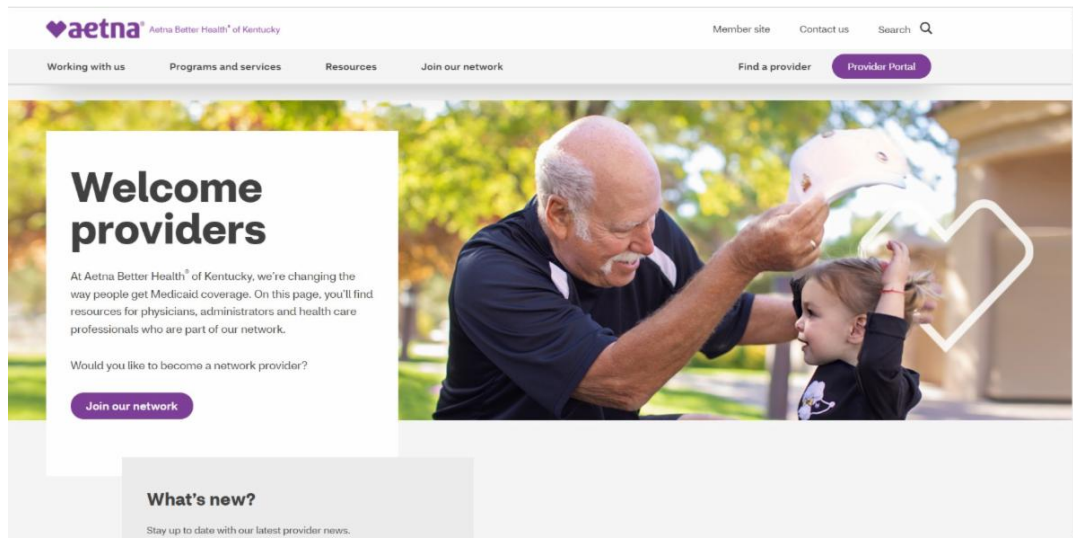
Bell, Breathitt, Clay, Floyd,
Harlan, Johnson, Knott, Knox,
Laurel, Lee, Leslie, Letcher,
Magoffin, Martin,
Morgan, Owsley, Perry, Pike,
Whitley, Wolfe

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

Aetna Better Health of Kentucky is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for our members.

Functionality examples include:

- Eligibility and member benefits look up -
- EFT registration -
- Claim status look up -
- Online claim submission
- PA submission and look up
- Grievance and appeals submission

Visit Availity at: AVAILITY



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