

Aetna Better Health of Kansas
Contact Information Sheet



Aetna Better Health of Kansas Address	9401 Indian Creek Parkway, Ste. 1300 Overland Park, KS 66210
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Important Contact Information	Phone Number	Hours and Days of Operation
<p>Aetna Better Health Provider Experience</p> <p>Email: ProviderExperience_KS@aetna.com</p>	<p>1-855-221-5656 (TTY: 711) Toll-free Fax: 1-855-215-8760 Non toll-free Fax: 1-959-282-8865</p> <p>You can locate your assigned Provider Liaison by visiting our territory map at: www.aetnabetterhealth.com/kansas</p> <p>The map will outline your assigned Provider Liaison and contact information.</p>	<p>Live agents available: Monday through Friday 8 a.m. - 5 p.m. Central Standard Time, excluding State holidays</p> <p>Interactive voice response (IVR) system available: 24 hours per day / 7 days per week</p> <p>Secure Web Portal available: 24 hours per day, 7 days per week</p>
<p>Aetna Better Health Behavior Health Services</p>	<p>1-855-221-5656 (TTY: 711)</p>	<p>Live agents available: 24 hours per day, 7 days per week</p> <p>Interactive voice response (IVR) system available: 24 hours per day/ 7 days per week</p>
<p>Aetna Better Health Member Services</p>	<p>1-855-221-5656 (TTY: 711) Fax: 1-866-499-9343</p>	<p>Representatives available 24 hours per day, 7 days per week</p> <p>Interactive voice response (IVR) system available: 24 hours per day// 7 days per week</p> <p>Interpreter services available for members</p>

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<p>Aetna Better Health Service Coordination</p>	<p>1-855-221-5656 (TTY: 711)</p>	<p>Service Coordinators available: Monday through Friday 8 a.m.-5 p.m. Central Standard Time, excluding State holidays</p> <p>Interactive voice response (IVR) system available: 24 hours per day/ 7 days per week</p> <p>For urgent issues at all other times, call our after-hours area through the IVR system</p>
<p>Aetna Better Health Utilization Management</p>	<p>1-855-221-5656 (TTY: 711) Prior Authorization Fax: 1-855-225-4102 Concurrent Review Fax: 1-855-225-4113</p>	<p>UM clinician available: Monday through Friday 8 a.m.-5 p.m. Central Standard Time, excluding State holidays</p> <p>Interactive voice response (IVR) system available: 24 hours per day/ 7 days per week</p> <p>For urgent issues at all other times, call our after-hours area through the IVR system</p>
<p>Aetna Better Health Compliance Hotline (Reporting Fraud, Waste, or Abuse)</p>	<p>1-855-221-5656 (TTY: 711)</p>	<p>24 hours per day/ 7 days per week through Voice Mail inbox</p>
<p>Aetna Better Health Special Investigations Unit (SIU) (Reporting Fraud, Waste, or Abuse)</p>	<p>1-800-338-6361 (TTY: 711)</p>	<p>24 hours per day/ 7 days per week</p>

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Aetna Better Health Partners	Phone Number & Website
Dental - SkyGen	1-855-918-2256 (Providers) 1-855-918-2257 (Members) www.skygenusa.com
Vision - SkyGen	1-855-918-2258 (Providers) 1-855-918-2259 (Members) www.skygenusa.com
Radiology and Pain Management – Evicore	1-888-693-3211 www.evicore.com
Clearing House: Change Healthcare	1-866-371-9066 www.changehealthcare.com

State & Federal Contact Information	Phone Number & Website
Kansas, The Department of Health and Environment (KDHE)	1-785-296-1500 KDHE: www.kdheks.gov KanCare: www.kancare.ks.gov
Kansas Department for Aging and Disability Services (KDADS)	1-785-296-4986 (KDADS): www.kdads.ks.gov
Kansas Medical Assistance Program (KMAP)	1-800-933-6593 Monday through Friday 8 a.m.-5 p.m. Central time, excluding State holidays www.kmap-state-ks.us/PROVIDER/SECURITY/logon.asp
Kansas Relay (TTY)	711
Kansas Tobacco Quitline “KanQuit”	1-800-QUIT-NOW (784-8669) www.KSquit.org