



## Supporting Kentucky Youth (SKY)

Beginning January 2021, a single statewide managed care organization (MCO), Aetna Better Health of Kentucky, will manage the new Supporting Kentucky Youth program, also known as SKY.

### Who is eligible for the SKY Program?

Children and youth in foster care in out of home care (OOHC), children receiving adoption assistance, dually involved youth and former foster care youth will be enrolled with Aetna for their Medicaid Coverage.

### Quick Links for More Information

The Kentucky Department for Medicaid Services (DMS) has provided some of the most [Frequently Asked Questions \(FAQs\)](#) about the Supporting Kentucky Youth (SKY) program.

This resource will help inform members, families, caregivers, providers and others about the new program. As needed, DMS will update or add new FAQs so please continue to check the [DMS website](#) for the latest information.

### What is different about SKY?

In addition to covering Medicaid benefits, Aetna will be providing a high touch approach to care management. This will help families navigate the system and make it easier to get resources they need.

You can also always find answers in the [member handbook](#) and [SKY Companion Guide](#). The member handbook has all the latest benefits information and extra benefits that we offer SKY members.

Looking for a Primary Care Provider? Our [provider directory](#) is updated monthly.

To learn more, call Member Services at **1-855-300-5528 (TTY: 711)**, or go to **[AetnaBetterHealth.com/Kentucky](https://www.AetnaBetterHealth.com/Kentucky)**



Aetna Better Health® of Kentucky

## Important Contact Information

Member Services	1-855-300-5528
Provider Services	1-855-300-5528
24-hr Nurse Line	1-855-620-3924
24-hr Behavioral Health Crisis Line	1-888-604-6106
<b>Prior Authorization Contacts</b>	
Physical Health Authorization Fax	833-689-1422
Physical Health Concurrent Reviews Fax	833-689-1423
Behavioral Health Authorization Fax	833-689-1424
<b>Pharmacy Contacts</b>	
Pharmacy Phone	1-855-300-5528
Pharmacy Fax	855-799-2550
<b>SKY Provider Relations</b>	
Providers who would like to join the Aetna Better Health of Kentucky network, contact:	1-855-454-0061 or KYProviderRelations@aetna.com

## Important Websites and Email Addresses

DMS FAQs:	<a href="https://chfs.ky.gov/agencies/dms/member/Pages/skymembers.aspx">https://chfs.ky.gov/agencies/dms/member/Pages/skymembers.aspx</a>
Aetna Better Health:	<a href="https://www.aetnabetterhealth.com/kentucky">https://www.aetnabetterhealth.com/kentucky</a>
Case Management Email:	<a href="mailto:AetnaBetterHealthofKYSKYCM@aetna.com">AetnaBetterHealthofKYSKYCM@aetna.com</a>
Provider Directory:	<a href="https://www.aetnabetterhealth.com/kentucky/members/directory">https://www.aetnabetterhealth.com/kentucky/members/directory</a>
Provider Portal:	<a href="https://www.aetnabetterhealth.com/kentucky/providers/portal">https://www.aetnabetterhealth.com/kentucky/providers/portal</a>
Member Handbook and SKY Companion Guide:	<a href="https://www.aetnabetterhealth.com/kentucky/members/handbook">https://www.aetnabetterhealth.com/kentucky/members/handbook</a>

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