



PROVIDER BULLETIN

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| Date: | March 18, 2019 |
| Purpose: | Provider Bulletin: Authorizations Fax Number Information |
| Subject: | Utilization Management and Case Management Authorizations Fax Number |
| Products: | FHK - MMA - LTC |
| From: | <u>Provider Relations - Medicaid</u> |

Dear Provider,

This communication is to inform you of the correct fax numbers when contacting our Utilization Management and Case Management Departments.

Please review the attached notice that contains all the details.

We appreciate your continued service to our members. Please feel free to contact us via e-mail FLMedicaidProviderRelations@aetna.com, fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Sincerely,

Provider Relations

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient

March 18, 2019

Notice of Utilization Management

Dear Aetna Provider:

Aetna Better Health values the quality care that health care providers give our members. To support that effort, Aetna Better Health has multiple options for obtaining the information you need to maximize every patient visit.

Our Utilization Management (UM) department is available to discuss specific cases or UM questions by phone based on the service.

- For service Authorizations and Case Management authorizations please call:

1-844-645-7371 - Listen to the voice prompts to speak with a Case Management Representative

| SERVICE AUTHORIZATIONS & CASE MANAGEMENT AUTHORIZATIONS |
|---|
| Adult Companion Care |
| Adult Day Health Care |
| Assistive Care Services |
| Assisted Living |
| Attendant Nursing Care |
| Behavioral Management |
| Caregiver Training |
| Care Coordination/Case Management |
| Home Accessibility Adaptation Services |
| Homemaker Services |
| Hospice for Medicare Primary members |
| CONSUMABLES (Diapers, wipes, gloves and other) |
| Nursing Facility Services |
| Personal Emergency Response Systems (PERS) |
| Respite Care |
| Transportation |

- For Utilization Management authorizations please call:

1-844-645-7371 - Listen to the voice prompts to speak with a Utilization Management Representative

| UTILIZATION MANAGEMENT AUTHORIZATIONS |
|--|
| Hospice for Medicaid only Members |
| Intermittent and Skilled Nursing |
| Medical Equipment and Supplies |
| Medication Administration |
| Medication Management |
| Nutritional Assessment/Risk Reduction Services |
| Occupational Therapy |
| Physical Therapy |
| Respiratory Therapy |
| Speech Therapy |
| Medical Procedures and other Medical Services |

TTY **711** from 8:30 a.m. to 5:00 p.m. Eastern. UM Staff is available on holidays and weekends by voice mail and fax.

If you receive our authorization voicemail, we ask that you please leave a detailed message with your name, number and best time to reach you. ABH authorizations team are returning all the same business day.

For your convenience we also accept fax requests 24 hours per day, 7 days per week. All fax Prior Authorization requests for services can be sent (not hospital admissions) to:

- **Medicaid Fax Number: 1-860-607-8056**
- **Florida Healthy Kids Fax Number: 1-860-607-8056**
- **Comprehensive Long Term Care Fax Number: see chart below for contact information**
- For Obstetrics/NICU Notifications fax Number **1-860-607-8726**

Aetna Better Health® of Florida

1340 Concord Terrace
Sunrise, FL 33323



- For all hospital admissions please call the authorizations department and speak to a representative or leave a voicemail message with all required information
1-800-441-5501 or **1844-528-5875**

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Sincerely,

Aetna Better Health of Florida