


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	January 3, 2020
	Purpose:	Provider Bulletin: Provider Manual
	Subject:	Provider Communication
	Products:	All Lines of Business – Medicaid / FHK
	From:	<u>Provider Relations</u>

Aetna Better Health of Florida appreciates the care you provide to our members and wants to make it easy for you to work with us. To keep you up-to-date on our guidelines and processes, we maintain a Provider Manual (“Manual”) addressing a broad range of topics for your reference. We designed the Manual to give you more time to focus on what’s most important to you — improving the health and well-being of your patients.

Your Manual is a valuable resource containing information on the following topics and many more.

- Key contacts and hours of operation
- Language/translation services
- Member benefits (medical and pharmacy)
- Claim/payment procedures
- Rights and responsibilities
- Care Management programs
- Quality improvement activities
- Credentialing
- Fraud, waste and abuse
- Utilization Management (UM), including how to request UM Criteria and affirmation that decisions are based only on appropriateness of care and available benefits

The Manual is updated periodically, with the current version always available online at www.aetnabetterhealth.com/florida. Significant changes may also be delivered via fax, mail or other electronic means. Please retain updates for future reference.

For questions, please contact our Provider Relations department at FLMedicaidProviderRelations@aetna.com or **1-844-528-5815**.

Provider Relations Department

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