



PROVIDER BULLETIN

Aetna Better Health® of Florida 261 N. University Drive Plantation, FL 33324 aetnabetterhealth.com/florida	Date:	March 10, 2025
	Purpose:	Alert providers to fill out the survey monkey
	Subject:	ALF Encounter Survey
	Products:	Assisted Living Facility (ALF)
	From:	Provider Engagement

Aetna Better Health® of Florida

ALF Encounter - Survey

In an effort to ensure ALFs remain compliant and adhere to the contractual obligation of submitting encounters to the health plan, we are pleased to announce the email automation of the **Assisted Living Facility (ALF) Monthly Encounter Log Form**. The form will be prepopulated with all required member encounter details and will be sent securely to an email address confirmed and verified by the ALF. The only action required by the ALF will be to reply to the email and approve the encounter transaction.

To participate and be compliant with HIPAA regulations, ABHFL requires that the ALF provide a secure email address where the **Assisted Living Facility (ALF) Monthly Encounter Log Form** will be sent electronically.

Please complete the below survey monkey with your most updated information and once you have been enrolled, you will receive an email confirming your participation. Scan or go to the link below to access the survey.



Survey Monkey Link: <https://www.surveymonkey.com/r/ALFENC>

If you have questions or concerns, please contact provider engagement team and/or our contracting department at:

Phone: MMA: **1-800-441-5501**
 LTC: **1-844-645-7371**
 FHK: **1-844-528-5815**

Email: Provider Engagement: FLProviderEngagement@aetna.com
 Contract Department: FLMedicaidContracting@aetna.com

Thank you,

Aetna Better Health of Florida

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