

# Assisted Living Facility (ALF) Services

## Quick Reference Guide

It is important for Aetna Better Health of Florida to make sure that our providers have the most current information regarding our services. This document will help you find ALF information quickly and efficiently.

### Serving Regions

**Region D (6) – Tampa:** Hardee, Highlands, Hillsborough, Manatee and Polk.

**Region E (7) – Orlando:** Brevard, Orange, Osceola and Seminole.

**Region I (11) – Miami:** Miami Dade and Monroe

<p><b><u>Network and Contracting</u></b></p> <p><b>Questions and inquiries regarding:</b></p> <ul style="list-style-type: none"> <li>• Single Case Agreements (SCA)</li> <li>• Letter of Agreements (LOAs)</li> <li>• Contracts/Agreements</li> <li>• Rate Inquiries/Amendments</li> <li>• Full Terminations</li> <li>• New Credentialing Application</li> <li>• Change of Ownerships (CHOW)</li> </ul> <p><b>Email:</b> <a href="mailto:FLMedicaidContracting@aetna.com">FLMedicaidContracting@aetna.com</a></p>	<p><b><u>Provider Engagement</u></b></p> <p><b>Questions and inquiries regarding:</b></p> <ul style="list-style-type: none"> <li>• Claims Encounters and ALF Payments</li> <li>• Billing</li> <li>• Credentialing Status</li> <li>• New Provider Orientation</li> <li>• Training</li> <li>• Other educational needs</li> </ul> <p><b>Call:</b> 1-844-645-7371 (TTY: 711)</p> <p><b>Email:</b> <a href="mailto:FLProviderEngagement@aetna.com">FLProviderEngagement@aetna.com</a></p>
<p><b><u>Prior Authorization &amp; Referrals</u></b></p> <p><b>Questions and inquiries regarding:</b></p> <ul style="list-style-type: none"> <li>• Service Authorization</li> <li>• Case Managers</li> <li>• Staffing Referrals</li> </ul> <p><b>Email:</b> <a href="mailto:FL_LTC_SAT@aetna.com">FL_LTC_SAT@aetna.com</a></p>	<p><b><u>Care Management Associates (CMA)</u></b></p> <p><b>Questions and inquiries regarding:</b></p> <ul style="list-style-type: none"> <li>• Enrollee eligibility</li> </ul> <p><b>Email:</b> <a href="mailto:ABHLTC-CMA@AETNA.com">ABHLTC-CMA@AETNA.com</a></p>
<p><b><u>Billing and Reimbursement</u></b></p> <p><b>ALFs must submit the encounter claims for which capitated payments have been received within 30 days of date of service:</b></p> <ul style="list-style-type: none"> <li>• Assisted Living Facilities are paid through a capitation agreement for Aetna members residing in the facilities.</li> <li>• Members are assigned to the ALF to ensure payments are processed and paid monthly.</li> <li>• The monthly capitation is run on the 1st Sunday.</li> <li>• LTSS checks are released around the 15<sup>th</sup> of the month.</li> <li>• Retro Cap Amounts will be reflected on monthly payments (positive or negative balances)</li> </ul> <p><i>If you do not receive a payment for an Aetna member, please reach out to your assigned Provider Engagement Rep for assistance.</i></p> <p>Review the ALF Frequently Asked Questions (ALF) on how to submit encounters.</p>	<p><b><u>EFT/ERA Registration</u></b></p> <p>To enroll in EFT/ERA Registration Services (EERS) visit</p> <p><b><u><a href="#">Aetna Better Health ECHO portal.</a></u></b></p> <p><b>Support Team Phone:</b> 1-888-834-3511 (TTY:711)</p> <p><b>Email:</b> <a href="mailto:allpayer@echohealthinc.com">allpayer@echohealthinc.com</a></p> <p>You can obtain your monthly capitation file through ECHO portal when you enroll.</p>