


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	April 1, 2020
	Purpose:	Provider Bulletin: NEW Co-Payments Requirements
	Subject:	COVID-19 Co-Payments Update
	Products:	Florida Healthy Kids
	From:	<u>Provider Relations</u>

Dear Providers,

Aetna Better Health of Florida and Florida Healthy Kids is committed to keeping all of our providers informed with the most updated information while complying with The Agency for Health Care Administration.

Please be advised that Aetna Better Health of Florida is currently waving all of our members Co-Payment requirements for all services. This change has been in effect since March 25, 2020.

We would like to thank you for your cooperation through this process and for complying with our requirements until further notice.

If you have any questions please feel free to contact us via e-mail:

FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you,

Provider Relations Department

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 of 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.

www.AetnaBetterHealth.com/Florida

FL-20-04-01

Proprietary