



Aetna Better Health® of Florida 9675 NW 117 th Ave, Suite 202 Miami, FL 33178 AetnaBetterHealth.com/Florida	Date:	June 20, 2024
	Purpose:	Provider Education
	Subject:	Updated Process - Members Eligibility Changes & Claims Submission
	Products:	MMA, LTC, FHK
	From:	Provider Relations

Aetna Better Health® of Florida

Members Eligibility Changes & Claims Submission – Updated Process

Dear Providers,

Aetna Better Health of Florida (ABHFL) would like to inform you that we will be implementing an updated process on how claims are handled when a Member’s eligibility changes within the month of service.

Our Current Process

When a Member’s eligibility changes during the month of service, ABHFL automatically splits the claims to pay accordingly.

What’s Changing?

ABHFL will no longer split claims based on any member’s change in eligibility dates with the health plan. Effective August 1st, 2024, Providers will be responsible to confirm member’s eligibility accordingly to ensure members are eligible at the time of services. Claims submitted to ABHFL will require to be billed accordingly due to eligibility. Failure to follow the updated proper billing process may result in claim denials.

When will the updated process begin?

Updated process will be implemented **effective August 1st, 2024.**

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

- Phone:** MMA: **1-800-441-5501**
 LTC: **1-844-645-7371**
 FHK: **1-844-528-5815**
- Email:** FLProviderEngagement@aetna.com

Thank you,
Aetna Better Health of Florida

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