


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 9, 2020
	Purpose:	Provider Bulletin: Educate Providers on Member Rights and Responsibilities
	Subject:	Member Rights and Responsibilities
	Products:	All Lines of Business
	From:	<u>Provider Relations</u>

Dear Providers,

Aetna Better Health of Florida (ABHFL) is committed to offering quality health care coverage, as well as maintaining the dignity and integrity of our members. Member rights and responsibilities are shared with staff, providers and members each year.

Understanding member' rights and responsibilities is important because you can help members to better understand their role in and improve their adherence with treatment plans. It is Aetna Better Health of Florida's policy not to discriminate against members based on race, color, sex, religion, national origin, disability, age, sexual orientation, or any other basis that is prohibited by law.

Please be advise that information regarding Members Rights and Responsibilities are always available on our Aetna Better Health of Florida website. You can visit us at www.AetnaBetterHealth.com/Florida. It is important that you and your staff are aware of all the different locations where the members rights and responsibilities are located on our website in order to comply with our contract.

Below you will find the member rights and responsibilities as well as our documents that contain member rights and responsibilities information and where they can be located on our ABHFL website.

We appreciate the excellent care you provide to our members. 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

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Member Rights:

- Members have the right to have their privacy protected.
- Members have the right to a response to questions and requests.
- Members have the right to know who is providing services to them.
- Members have the right to know the services that are available, including an interpreter if they don't speak English.
- Members have the right to know the rules and regulations about their conduct.
- Members have the right to be given information about their health.
- Members have the right to get service from out-of-network providers for emergency services.
- Members have the right to get family planning services from any participating Medicaid provider without prior authorization.
- Members have the right to be given information and counseling on the financial resources for their care.
- Members have the right to know if the provider or facility accepts the assignment rate.
- Members have the right to receive an estimate of charges for their care.
- Members have the right to receive a bill and to have the charges explained.
- Members have the right to be treated regardless of race, national origin, religion, handicap or source of payment
- Members have the right to be treated in an emergency.
- Members have the right to know if medical treatment is for purposes of experimental research and to give their consent or refusal to participate in such research.
- Members have the right to file a grievance if they think your rights have been violated.
- Members have the right to information about our doctors.
- Members have the right to be treated with respect and with due consideration for their dignity Aetna Better Health of Florida Medicaid and Comprehensive Long Term Care Provider Manual 39 and privacy.
- Members have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to their condition and ability to understand.
- Members have the right to participate in decisions regarding their health care, including the right to refuse treatment. Members have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Members have the right to request and receive a copy of their medical records and request that they be amended or corrected.
- Members have the right to be provided health care services in accordance with federal and state regulations.
- Members are free to exercise their rights, and the exercise of those rights does not adversely affect the way the health plan and its providers or the State agency treat them.
- Members have the right to make a complaint about the health plan or the care it provides.
- Members have the right to file a grievance about any matter other than an adverse benefit determination.
- Members have the right to appeal a decision the health plan makes.
- Members have the right to make a recommendation regarding the health plan's member rights and responsibilities.

Member Responsibilities:


Aetna Better Health of Florida members, their families, or guardians are responsible for:

- Members should provide accurate and complete information about their health.
- Members should report unexpected changes in their condition.
- Members should report that you understand your care and what is expected of them.
- Members should follow the recommended treatment plan.
- Members should keep appointments.
- Members should follow their doctor's instructions.
- Members should make sure their health care bills are paid.
- Members should follow health care facility rules and regulations.
- Members should understand their health problems and participate in starting equally agreed upon treatment goals.

Website Links:

Member Rights and Responsibilities can be located on the Aetna website by following the links below:

1. 2020 Medicaid and Comprehensive Long Term Care Plan Provider Manual (Page 38 -41)
https://www.aetnabetterhealth.com/florida/assets/pdf/provider/ABHFL_Medicaid_LTC_ProviderManual_2020.pdf
2. 2020 Florida Healthy Kids Provider Manual (Page 51 - 54)
https://www.aetnabetterhealth.com/florida/assets/pdf/provider/ABHFL_FHK_Provider_Manual_2020%20_Final_v2_2.25.2020.pdf
3. Florida Healthy Kids 2020 Handbook (Page 62 - 63)
<https://www.aetnabetterhealth.com/florida/assets/pdf/member/FHK%20MemberHandbook-English.pdf>
4. Medicaid/LTC 2020 Member Handbook (Page 57-59)
<https://www.aetnabetterhealth.com/florida/assets/pdf/member/MMA-LTC%20Model%20Handbook%20-%20AHCA%20approved%2010.2.19.pdf>
5. For Members Aetna Better Health of Florida website (Path: For Members, Your Rights, Your Responsibilities)
<https://www.aetnabetterhealth.com/florida/members/>

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Health care made easy

When you have a health problem, you may have questions about what's covered. You may need help finding a provider near you. That's why our Member Services team is here to help you.

Member Services is here Monday through Friday from 8 a.m. to 7 p.m. Eastern. Call us with questions about your benefits.

There may be times when a contracted provider cannot give you the care you need. If this happens, you may need to get care from a provider that is not contracted with the health plan. We must approve this first. We only cover needed care or supplies. We decide medical need by looking at the normal standards of care. We choose if the care meets these standards.

Please read your member handbook. It gives more facts on your covered benefits.

Join our Member Advisory Board and be a voice in your community

We value your ideas and suggestions to change and improve our service to you. Do you have an idea you'd like to share with us? If so, we invite you to call Member Services.

Your ideas could be helpful to all our members. We have a group made up of our members and their caregivers, who share the same goals as you. This group is our Member Advisory Board (MAB). They meet during the year to review member materials and member feedback, as well as look at changes and new programs. They let us know how we can improve our services.

We're always looking for members to help us find better ways to do things. You're welcome to join our Member Advisory Board.

If you are interested in the MAB or have questions in general, call Member Services at:

Medicaid - 1-800-441-5501

Comprehensive Long Term Care - 1-844-645-7371

Your Rights and Responsibilities

Your Rights 

Your Responsibilities 

Mobile App Now Available

Now you can find a provider, see your handbook, check claims, order a new ID card and see your current medications on your

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Handbook

Please read your member handbook to learn about your benefits. You'll find:

- Important phone numbers
- How to get health care services
- Your rights and responsibilities as a member
- Which services are covered and which are not
- How to get help with appointments
- How to find a doctor or a pharmacy
- And more

You also can get member materials in other languages or formats. We provide these at no cost. Just call Member Services Monday through Friday, 8 a.m. to 7 p.m. Eastern.

Medicaid at **1-800-441-5501**
 Comprehensive Long Term Care at **1-844-645-7371**
 Florida Healthy Kids at **1-844-528-5815** (Monday through Friday 7:30 a.m. to 7:30 p.m. Eastern)

Member Handbooks

- Florida Healthy Kids 2020 Handbook - [English](#) | [Spanish](#)
- Medicaid/LTC 2020 Member Handbook - [English](#) | [Spanish](#)



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HEDIS

Provider Manual

As an Aetna Better Health of Florida provider, there are certain procedures and protocols you need to know. You'll find most of the information you need in our provider manual. You'll learn which services our plan covers. You'll also find information about a wide variety of topics, ranging from provider responsibilities, to how to file a claim, to grievance and appeals processes.

The provider manual is an essential resource for all of our providers. You can print a copy to keep handy, or bookmark this page on your computer.

2020 Provider Manuals

- [Florida Healthy Kids Provider Manual](#)
- [Medicaid and Comprehensive Long Term Care Provider Manual](#)

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