

PROVIDER BULLETIN



AETNA BETTER HEALTH® OF FLORIDA

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www.AetnaBetterHealth.com/Florida

Date:	June 24, 2020
Purpose:	Provider Bulletin: Provider Reminder regarding personal protective equipment
Subject:	Personal Protective Equipment (PPE) Policy Reminder
Products:	All Lines of Business (MMA, LTC, FHK)
From:	<u>Provider Relations</u>

Dear Provider,

This communication is to remind all Florida Medicaid and Florida Healthy Kids providers the prohibitions for Personal Protective Equipment.

Please be advised that providers cannot charge a recipient for Personal Protective Equipment (PPE) used during the delivery of a Medicaid and Florida Healthy Kids covered service. Reimbursement from Florida Medicaid is payment in full for all services.

Additional information, including balanced billing prohibitions can be located in the Agency's General Medicaid Policy (59G-1.050).

https://ahca.myflorida.com/medicaid/review/General/59G-1.050_General_Medicaid_Policy.pdf

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

Aetna Better Health of Florida
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 or 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.

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Proprietary