


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	April 1, 2024
	Purpose:	Update Providers on the Impact of ProgenyHealth's Maternity Case Management Program
	Subject:	ProgenyHealth's Maternity Case Management Program
	Products:	OBGYN, Certified Nurse Midwives, Licensed Midwives, and Doulas
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

ProgenyHealth's Maternity Case Management Program

Dear Providers,

After more than six months, our members – *your patients* – are experiencing happier, healthier pregnancies. Aetna Better Health of Florida has contracted with ProgenyHealth®, a leader in Maternity & NICU Care Management, to deliver a comprehensive, evidence-based program that helps your patients while easing your practice workload.

The program is offered by Aetna Better Health® of Florida for our Medicaid members.

How does it work?

The Maternity Case Management program supports patients before, during and after their pregnancy (up to 12 months postpartum) with the help of Maternity Case Managers... at no additional cost to you or your patients. The program includes a personalized focus on clinical, behavioral, and social support, as well as a digital app.

Could you give an example of the program's impact?

Challenge

At age 37 and expecting her second child, Monique was struggling with intense morning sickness causing her to rapidly lose weight and rush to the ER for dehydration multiple times.

Case Management

Monique's physician said she qualified for a Zofran pump, but she was having trouble contacting a home health company covered by her insurance. The ProgenyHealth Case Manager stepped into review her benefits, find a home health program to support her condition, and coordinate the request for a Zofran pump with her physician to alleviate her symptoms.



Results

Just 4 days after Monique was referred to ProgenyHealth she was approved and received her Zofran pump. The Case Manager set her up with the home health program that provided the pump to help her manage her morning sickness symptoms.

To learn more about ProgenyHealth's programs and services or refer a patient, call **1-855-231-4730** Monday-Friday between 8:30AM-5:00PM. Please visit our [ABHFL website under our provider site, resources, maternity flyers.](#)

- Member maternity flyer(s) - [English \(PDF\)](#) | [Spanish \(PDF\)](#)

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL Provider Services line if you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) TTY (711)

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY (711)

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY (711)

Email: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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