


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b> 1340 Concord Terrace Sunrise FL, 33323 <a href="http://www.aetnabetterhealth.com/florida">www.aetnabetterhealth.com/florida</a>	Date:	February 16, 2018
	Purpose:	Provider Bulletin: Aetna Support Lines
	Subject:	Aetna Assistance Program
	Products:	HK/MMA/LTSS
	From:	<u>Provider Relations - Medicaid</u>

Dear Provider,

The purpose of this notice is to inform you that in the wake of the senseless tragedy that occurred on February 14, 2018 at Marjory Stoneman Douglas High School in Broward County, Florida Aetna Better Health of Florida is offering support services and counseling through Aetna Resources for Living to assist in person in Florida to any one impacted by this act of violence.

**Aetna Behavioral Health Employee Assistance Program professionals are available now, regardless of whether a person is an Aetna member.** Counselors answering phones have experience helping people through traumatic events. Individuals are welcome to contact our counselors for help, support or referrals for further assistance.

**Aetna counselors are ready to assist and can be reached at:**

**1-888-AETNA-EAP (1-888-238-6232)**

We appreciate your continued service to our members. Please feel free to contact us via e-mail [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com), fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

***Provider Relations Department***

**[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)**

FL-17-01-20

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**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.