


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 1, 2022
	Purpose:	Inform Providers of Behavioral Health Integration
	Subject:	Behavioral Health Authorizations
	Products:	All Lines of Business (MMA, LTC, FHK)
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida Behavioral Health Integration – **March 1, 2022**

Please be advised that as of **March 1, 2022**, Aetna Better Health of Florida (ABH-FL) is no longer contracted with Beacon Health Options (Beacon) for the management of ABH-FL members' behavioral health services.

Effective March 1, 2022, ABH-FL transitioned to an integrated medical and behavioral management model and will contract with **Behavioral Services Network (BSN)** for its behavioral health and substance abuse provider network. Through this new approach, ABH-FL will be handling behavioral health clinical and operational functions, including care management, utilization management, and claims. Incorporating behavioral health into our current infrastructure improves efficiencies between the health plan, providers, and enrollees.

For PCPs and Medical Specialists

In order to access ABH-FL's contracted behavioral health providers, please visit our website, www.aetnabetterhealth.com/florida, or contact Provider Services between 8 a.m. and 7 p.m. Monday through Friday.

- Phone: 1-844-645-7371
- Email: FLMedicaidProviderRelations@aetna.com

For Contracted Behavioral Health Specialists

Authorization Requests on or after March 1, 2022:

As of March 1, 2022, all NEW requests for behavioral health services that require prior authorization for ABH-FL members must be submitted to ABH-FL. Please visit <https://medicaidportal.aetna.com/propat/Default.aspx> to check for codes that require prior authorization.

A provider may obtain the required prior authorization by going to <http://aetnabetterhealth-florida.aetna.com> or contacting the Utilization Department at 1-800-441-5501.

www.AetnaBetterHealth.com/Florida

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Acute Inpatient Authorizations and Substance Abuse Residential must be called in or submitted through Availity:

- **FHK Telephone:** 1-844-528-5815
- **MMA/LTC Telephone:** 1-800-441-5501

All other requests can be faxed or submitted through Availity:

- **FHK Fax:** 833-365-2493
- **MMA/LTC Fax:** 833-365-2474

Continuity of Care Reminder

Enrollees will not experience an interruption in service(s) or care coordination. Aetna Better Health of Florida WILL HONOR any ongoing treatment that is currently being provided or that was previously authorized by Beacon for the duration of the authorization or up to 60 days, whichever is first, following the transition on March 1, 2022. Continuity of care applies to Aetna Better Health of Florida participating and non-participating providers. After 60 days, authorizations will be required for non-participating providers to continue rendering services to Aetna Better Health of Florida members.

Behavioral Health Authorization Requirements

Aetna Better Health of Florida is focused on reducing administrative burden for the provider community. The grid below outlines authorization requirements for participating providers for frequently utilized behavioral health services. For any other services not outlined below, please visit <https://www.aetnabetterhealth.com/florida/providers/provider-auth> to review additional information.

Behavioral Health Service Type	Authorization Required?
Biopsychosocial Evaluations and Treatment Plans	No
Outpatient Individual, Family, and Group Therapy	No
Outpatient Psychiatric Treatment	No
Targeted Case Management	Yes
Intensive Outpatient Treatment	Yes
Partial Hospitalization Program	Yes
Crisis Stabilization Units	Yes
Therapeutic Behavioral On-site Services	No

To Become a Participating Provider with ABH-FL

If you are interested in becoming a participating provider with ABH-FL for behavioral health, please go to <https://www.bsnet.com/index.php/join-us> to complete the Request to Join form. If you have questions, you may email us at info@bsnet.com or speak to a provider relations specialist at 305-907-7470.

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As we prepare for this transition, 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:** FLMedicaidProviderRelations@aetna.com

Thank you in advance for your continued participation in the Aetna Better Health of Florida network.

Aetna Better Health of Florida
www.aetnabetterhealth.com/florida

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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 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.