


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>February 8, 2022</b>
	<b>Purpose:</b>	<b>Inform Providers of Behavioral Health Integration</b>
	<b>Subject:</b>	<b>Behavioral Health Update</b>
	<b>Products:</b>	<b>All Lines of Business (MMA, LTC, FHK)</b>
	<b>From:</b>	<b><u>Provider Relations</u></b>

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

Dear Providers,

As a reminder, effective March 1, 2022 Aetna Better Health of Florida (ABH-FL) will no longer contract with Beacon Health Options (Beacon) for the management of ABH-FL members' behavioral health services.

Effective March 1, 2022, ABH-FL will be transitioning 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](http://www.aetnabetterhealth.com/florida), or contact Provider Services between 8 a.m. and 7 p.m. Monday through Friday.

- **Phone:**  
MMA: 1-800-441-5501  
LTC: 1-844-645-7371  
FHK: 1-844-528-5815
- **Email:** [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)

### ***For Contracted Behavioral Health Specialists***

Authorization Requests prior to March 1, 2022:

For requests prior to March 1, 2022, Beacon will continue to process authorizations. Please continue to submit your authorization requests to Beacon.

[www.AetnaBetterHealth.com/Florida](http://www.AetnaBetterHealth.com/Florida)

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## Authorization Requests on or after March 1, 2022:

As of March 1, 2022, all behavioral health services that require prior authorization for ABH-FL members must be submitted to ABH-FL. Prior authorization requirements and criteria may change. Providers can review the provider manual for any additional guidance. 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.

You can also submit prior authorization requests via fax:

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

## Claims for Dates of Service prior to March 1, 2022:

For dates of service prior to March 1, 2022, Beacon will continue to process claims. Please continue to submit behavioral health claims to Beacon Health Options:

### **Electronic Claims**

Payer EDI: 43324

### **Paper Claims**

Beacon Health Options, Inc.  
Attn: Claims and Correspondence  
PO Box 1870  
Hicksville, NY 11802-1870

## Claims for Dates of Service beginning March 1, 2022:

### **Electronic Claims**

Payer EDI: 128FL  
Real Time Payer ID: ABHFL

### **Paper Claims**

Aetna Better Health of Florida  
P.O. Box 982960  
El Paso, TX 79998-2960

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## ***Continuity of Care***

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.

## ***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.bsnnet.com/index.php/join-us> to complete the Request to Join form. If you have questions, you may email us at [info@bsnnet.com](mailto:info@bsnnet.com) or speak to a provider relations specialist at 305-907-7470.

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](mailto: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](http://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.

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