


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 1, 2022
	Purpose:	Educate providers on our General Inpatient Hospice Process
	Subject:	General Inpatient Hospice Process Reminder
	Products:	MMA
	From:	Provider Relations

Aetna Better Health® of Florida

General Inpatient Hospice - REMINDER

Dear Providers,

In order to avoid claims issues, Aetna Better Health of Florida (ABHFL) would like to remind you of our **General Inpatient Hospice** process.

All “inpatient” admissions, including General inpatient hospice, need to:

1. Be called in to **1-800-441-5501**, or
2. Put in through Availity at time of admission.
3. Submit clinical information for review via fax to 1-844-878-3583 or load it into Availity at the time of your request.
4. After NOA, the concurrent review nurse will review request and provide a determination, follow the admission through discharge. (If the member is already discharged at the time of the NOA is made, the inpatient retro review team will review the request and provide a determination).

Requests for General Inpatient Hospice are NOT to be faxed. Effective immediately, any requests received via fax will not be reviewed.

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

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Thank you,

Aetna Better Health of 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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