


PROVIDER BULLETIN

 <p>AETNA BETTER HEALTH® OF FLORIDA</p> <p>261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida</p>	Date:	November 15, 2022
	Purpose:	Educate Providers where to locate Provider Manuals, Newsletters and Notifications
	Subject:	Providers Manuals, Newsletters and Notifications
	Products:	MMA, LTC, FHK
	From:	Provider Relations

Aetna Better Health® of Florida

Provider Manuals, Newsletters and Notifications

Dear Providers,

Aetna Better Health of Florida (ABHFL) appreciates the care you provide to our members and wants to make it easy for you to work with us. To keep you up to date on our guidelines and processes, we maintain an updated Provider Manual, and issue Newsletters bi-annually, and fax multiple Provider Bulletins during the course of the year.

Provider Manual (s)

Our Provider Manual is a valuable resource that addresses a broad range of topics for your reference. We designed the Manual to give you more time to focus on what's most important to you — improving the health and well-being of your patients.

The Provider Manual contains information on the following topics and many more:

• Key contacts and hours of operation	• Member/Provider Rights & Responsibilities
• Language/translation services	• Care Management, Disease Management and other programs intended to help members improve or maintain their health
• Member benefits	• Quality improvement activities
• Claim/payment procedures	• Credentialing and re-credentialing
• Fraud, waste and abuse	• Utilization Management (UM)
• Telemedicine	• Clinical practice guidelines
• Pharmacy	• Value Based Services (VAB)
• Provider responsibilities	• Fee Schedule and reimbursement
• Cultural Competency	• Provider Portal (Availity)

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The Provider Manual for Florida Healthy Kids and Medicaid Comprehensive Long-Term Care

The Florida Healthy Kids and Medicaid and Comprehensive Long-Term Care Provider Manuals are updated periodically, with the current version always available on our website at <https://www.aetnabetterhealth.com/florida/providers/provider-manual>. Significant changes may also be delivered via fax, mail, or other electronic means.

The screenshot shows the Aetna Better Health of Florida website. At the top right, there is a purple button labeled "Find a Provider / Pharmacy". Below the logo, there are language options for "English" and "Español", and links for "Log In", "Fraud & Abuse", and "Contact Us". A search bar is also present. The main navigation bar includes "Home", "Become A Member", "For Members", "For Providers" (highlighted with a red box and arrow), "Health & Wellness", and "About Us". A dropdown menu for "For Providers" is open, showing options like "Join Our Network", "Provider Manual" (highlighted with a red box and arrow), "Notifications And Newsletters", "Authorizations", "Document Library", "Pharmacy", and "Practice Guidelines/Screening Tools". The "Provider Manual" section is titled "Provider Manual" and contains text explaining its purpose. Below this, a red box highlights a list of "Provider Manuals" with two items: "Florida Healthy Kids Provider Manual" and "Medicaid and Comprehensive Long Term Care Provider Manual".

- **Link to Provider Manual for Florida Healthy Kids**
https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_fhk_provider_manual.pdf
- **Link to Provider Manual for Medicaid Comprehensive Long-Term Care**
https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_medicoid_comprehensive_ltc_provider_manual.pdf

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Provider Newsletters

Aetna Better Health of Florida's Provider Newsletters are produced bi-annually and available to all providers on our website at:

<https://www.aetnabetterhealth.com/florida/providers/announcements>

The screenshot shows the Aetna Better Health of Florida website. At the top right, there is a purple button labeled "Find a Provider / Pharmacy". Below it, the Aetna logo and "Aetna Better Health* of Florida" are displayed. Navigation links for "English", "Español", "Log In", "Fraud & Abuse", and "Contact Us" are visible. A search bar is located on the right. The main navigation menu includes "Home", "Become A Member", "For Members", "For Providers" (highlighted with a red box and arrow), "Health & Wellness", and "About Us".

The "For Providers" section is titled "Notifications and Newsletters". It contains a sidebar with various links: "For Providers", "Join Our Network", "Provider Manual", "Notifications And Newsletters" (highlighted with a red box and arrow), "Authorizations", "Document Library", "Pharmacy", "Practice Guidelines/Screening Tools", "Provider Education", "Complaints, Grievances And Appeals", "Provider Portal", "Resources", and "HEDIS".

The main content area under "Notifications and Newsletters" includes a "PROVIDER REMINDER" section titled "Providers Cannot Charge Florida Medicaid Recipients for Personal Protective Equipment". Below this, there is a link to a PDF document: https://ahca.myflorida.com/medicaid/review/General/59G-1.050_General_Medicaid_Policy.pdf (PDF).

At the bottom of the "Notifications and Newsletters" section, there is a purple bar with "Provider Notifications" and "Archived Notifications" (both with a "+" icon). Below this, a "Newsletters" section (with a "-" icon) is highlighted with a red box and arrow, containing two items: "Provider newsletter - Summer 2022" and "Provider newsletter - Winter 2022".

➤ **Summer 2022 - Provider Newsletter**

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_summer_newsletter_2022.pdf

➤ **Winter 2022 - Provider Newsletter**

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_winter_2022_newsletter.pdf

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Provider Communications

Stay current on Aetna Better Health of Florida policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues affecting your practice and patients. All Provider Communications are faxed to providers and can be located at: <https://www.aetnabetterhealth.com/florida/providers/announcements>

The screenshot shows the Aetna Better Health of Florida website. At the top right, there is a purple button labeled "Find a Provider / Pharmacy". Below it, the Aetna logo is displayed on the left, and navigation links for "English", "Español", "Log In", "Fraud & Abuse", and "Contact" are on the right. A search bar is also present. The main navigation bar includes "Home", "Become A Member", "For Members", "For Providers" (highlighted with a red box), "Health & Wellness", and "About Us".

The "For Providers" dropdown menu is open, listing various resources. The "Notifications And Newsletters" item is highlighted with a red box. The main content area is titled "Notifications and Newsletters" and contains a paragraph of introductory text. Below this, a "PROVIDER REMINDER" section is titled "Providers Cannot Charge Florida Medicaid Recipients for Personal Protective Equipment". It includes a link to a PDF document: https://ahca.myflorida.com/medicaid/review/General/59G-1.050_General_Medicaid_Policy.pdf (PDF).

A secondary navigation bar is visible, with "Provider Notifications" highlighted by a red box. A red arrow points from this box down to the "Provider Notifications" section of the main content area. This section lists notifications for December 2022 and October 2022.

December 2022

- [Maternity Provider Training Invitation \(12/7/2022\)](#)

October 2022

- [Donor Human Milk Coverage](#)
- [Computed tomography, thorax, low dose for lung cancer screening, w/o contracts materials PA Requirements](#)
- [Obstetrical Provider Incentive](#)
- [Florida Healthy Kids \(FHK\) Copay Waiver](#)
- [October Monthly Provider Billing and Claims Training \(10/27/2022\)](#)
- [NEW Peer-to-Peer Process](#)
- [Minimum Wage Agreement](#)

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

As always, please don't hesitate to contact our Provider Services line if 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,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message 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 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.