


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	12/16/2021
	Purpose:	Provider Bulletin: Inform providers of NEW Claims P.O Box Address
	Subject:	NEW Vendor for Paper Claims and Claims Correspondence – Effective Date 02/14/2022
	Products:	All Lines of Business (MMA, LTC, FHK)
	From:	Provider Relations

Aetna Better Health® of Florida

NEW P.O. Box Address for Paper Claims and Claim Correspondence - **Effective 2/14/2022**

Dear Provider:

Aetna Better Health of Florida (ABHFL) would like to advise you that effective February 14, 2022, we will be replacing our current vendor **Change Healthcare (CHC)**, with **Conduent Commercial Solutions, LLC** for services related to the receipt and imaging of all paper claims and claims correspondence. As a result, the address for sending paper claims and correspondence is changing. Please note that member ID cards may not be accurate until members receive a NEW ID card from us.

Current Mailbox	New Mailbox (Eff. 2/14/2022)
Aetna Better Health of Florida P.O. Box 63578 Phoenix, AZ 85082-1925	Aetna Better Health of Florida P.O. Box 982960 El Paso, TX 79998-2960

A key factor in getting claims processed in a timely manner is correct claims submission, and ABHFL provides multiple options for you to choose from, including the sending of paper claims through the mail.

Our NEW address will be effective **February 14th, 2022.**

New Address:

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

To assist us in processing and paying claims efficiently, accurately, and timely, the ABHFL plan highly encourages practitioners and providers to submit claims electronically, when possible. Please be advised that mail will only be forwarded from the old address to the new address for a

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limited time after **February 14, 2022**.

If you have any questions about our claim submission process, you can contact our Provider Relations Department at 1-800-441-5501 (Medicaid), 1-844-645-7371 (Comprehensive Long-Term Care), 1-844-528-5815 (Florida Healthy Kids) or via email at:

FLMedicaidProviderRelations@aetna.com. You can also fax us at 1-844-235-1340.

We appreciate the excellent care you provide to our members.

Thank you,

Aetna Better Health of Florida

Plan Website: www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message is 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 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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