



Aetna Better Health® of Florida

# Aetna Better Health of Florida Resource Guide

This reference guide provides a list of the departments at **Aetna Better Health of Florida (ABHFL)** that may be helpful in assisting with coordination and authorization of services that a member may need. **Aetna Better Health of Florida** has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated.

**Aetna Better Health of Florida** provides services in Regions **6, 7, 11** for our **MMA and Long-Term Care (LTC)** populations. For more information contact **Aetna Better Health of Florida** at **1-800-441-55501** or check their website at

<http://www.aetnabetterhealth.com/florida>.

## **Behavioral Health**

**Support provided:** Member and Provider support. Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory.

**Phone number:** 1-844-513-4954  
Provider prompt selection gets routed to appropriate team.

**Hours of operation during non-holidays:** M-F from 8AM to 8PM (EST).

**Contact after hours or weekends:** Members or providers should dial TFN **1-844-513-4954**

**Special instructions for after hours or weekends:** N/A

**Routine matters (referrals, benefit, claims):** Callers are asked to call the next business day. Crisis calls and Higher Levels Of Care (IP, consult, transfer of patient) calls are handled 24/7, 365 days. During weekends and after call center operations hours, these calls are handled from Beacon's after-hour vendor who transfers the caller to Beacon's clinical department.

### **Escalation contact:**

**Primary:**

**Name:** William Delaney

**Email:**

[William.Delaney@beaconhealthoptions.com](mailto:William.Delaney@beaconhealthoptions.com),

**Phone number:** 1-786-837-2672

### **Secondary:**

**Name:** Nancy Henriquez

**Email:** [Nancy.Henriquez@beaconhealthoptions.com](mailto:Nancy.Henriquez@beaconhealthoptions.com),

[ealthoptions.com](http://ealthoptions.com),

**Phone number:** 1-305-968-8994

**ODU/SUD Contact Person:** The following email address is provided to address any OUD/SUD issues during business hours M-F.

**Email:**

[Beacon\\_CM@BeaconHealthOptions.com](mailto:Beacon_CM@BeaconHealthOptions.com)

**Phone number:** 1-844-513-4954

### **Beacon Behavioral Health**

**Member Crisis Line:**

1-844-513-4954

### **Hours of Operation:**

24/7

### **Link to BH Impact Mental Health**

**Resource Directory:**

<https://flmomsmhresources.org/>

## **Case Management**

**Support provided:** Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers.

**Phone number:** 1-800-441-55501

**Hours of operation during non-**

**holidays:** M-F from 8:00 AM to

5:00 PM

**Contact after hours or weekends:**

1-800-441-55501

**Special instructions for after hours or weekends:** N/A

### **Escalation contact:**

**Primary:**

**Name:** Nathacha P. Toussaint, 1-

**Email:** [PierreToussaintn@aetna.com](mailto:PierreToussaintn@aetna.com)

[m](http://m)

**Phone number:** 954-858-3189

### **Secondary:**

**Name:** Stephanie Beco,

**Email:** [becos@aetna.com](mailto:becos@aetna.com)

**Phone number:** 1-954-693-3251

## **Perinatal Care Support**

**Support provided:** Case Management, free pregnancy programs, education, and tools for mom to support a healthy pregnancy.

**Phone number:** 1-954-858-3189

**Hours of operation during non-**

**holidays:** M-F from 8:00AM to

5:00PM

**Contact after hours or weekends:**

1-800-441-55501

**Special instructions for after hours or weekends:** N/A

### **Escalation contact:**

**Primary:**

**Name:** Nathacha P. Toussaint

**Email:** [PierreToussaintn@aetna.com](mailto:PierreToussaintn@aetna.com)

[m](http://m)



## Aetna Better Health® of Florida

**Phone number:** 1-954-858-3189

Secondary:

**Name:** Stephanie Beco,

**Email:** [becos@aetna.com](mailto:becos@aetna.com)

**Phone number:** 1-954-693-3251

**Support provided:** Authorizations related to retail drugs, information on what drugs require a PA, PA approval or denial status

**Phone number:**  
1-800- 441-5501

**Hours of operation during non-holidays:** M-F from 8:00AM – 7:00PM (EST)

**Contact after hours or weekends:**  
1-800-441-5501

**Special instructions for after hours or weekends:** All calls made during afterhours will be transferred to the after-hours team.

**Escalation contact:**  
Member Services  
1-800-441-5501

**Hours of operation during non-holidays:** 24/7

### Subcontracted Utilization Management Services

**Support provided:** Authorization for Advanced Imaging, Pain Management, OBUS.

**Phone number:** eviCore  
1-888- 693-3211

**Hours of operation during non-holidays:** M- F from 8 AM to 8 PM EST

**Contact after hours or weekends:**  
eviCore 1-888-693- 3211

**Special instructions for after hours or weekends:** Authorizations are not processed after hours/weekends. Providers can still submit requests via fax or website at any time. Providers also have the option for post service requests per the plan’s guidelines.

**Escalation contact:**  
1-800-441-5501

### Transportation

**Support provided:** Non-emergency transportation services  
**Phone number:**  
1-866-799-4463

**Hours of operation during non-holidays:** Reservations need to be made M-F, 8:00AM to 5:00PM (EST)

**Contact after hours or weekends:**  
1-866-799-4464

**Special instructions for after hours or weekends:** N/A

**Escalation contact:**  
Primary:  
**Name:** Chantel Whisby  
**Email:**  
[Chantel.Whisby@Modivcare.com](mailto:Chantel.Whisby@Modivcare.com)  
**Phone number:** 1-800-486-7642 x2009

Secondary:  
**Name:** Robin Cook  
**Email:**  
[Robin.Cook@Modivcare.com](mailto:Robin.Cook@Modivcare.com)  
**Phone number:** 404-938-0049

### Utilization Management

**Support provided:** The following utilization management activities are performed by appropriately licensed professional staff:

- Pre-service, post-service, concurrent review and notification
- Discharge planning and coordination of care post discharge
- Medical necessity and benefit coverage for inpatient and outpatient services provided to members through contracted or non-contracted practitioners and providers
- Management of requests for non-covered services

**Phone number:**  
**Prior Auth/Concurrent Review**  
**Phone number:** 1-800-441-5501

**Long-Term Care Phone Number:**  
1-844-645-7371

**Hours of operation during non-holidays:** M-F 8:30 AM – 5PM

**Contact after hours or weekends/holidays:** Prior Auth/Concurrent Review

**Telephone:**  
MMA: 1-800-441-5501  
Long-Term Care Telephone: 1-844-645-7371

**Special instructions for after hours or weekends:** Please call provided phone numbers and follow prompts.

**Escalation contact:**  
Primary:  
**Name:** Natasha Sealey  
**Phone number:** 954-858-3374  
**Email:** [SealeyN@CVShealth.com](mailto:SealeyN@CVShealth.com)

Secondary: Monica Goni, **954-858-3157;** [GoniM@CVShealth.com](mailto:GoniM@CVShealth.com)

### Community Resources

**Name:** Carl Lee  
**Phone number:** 954-937-2345

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient’s PCP please contact **1-800-441-5501**.

[Aetna Better Health of Florida Provider Directory & Administrative Guides](#)

**Updated as of 09/01/2021**