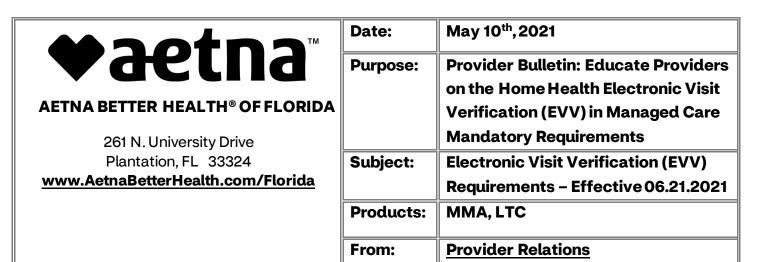
PROVIDER BULLETIN



Dear Provider(s),

Aetna Better Health of Florida (ABHFL) would like to inform all Home Health and Personal Care Services Providers of the new requirements by the federal 21st Century Cures Act and the State Medicaid Managed Care (SMMC) Policy Transmittal: 2021-14.

Effective for dates of service beginning June 21, 2021, Medicaid Home Health and Personal Care Services claims <u>must</u> be submitted through Tellus, our Electronic Visit Verification (EVV) vendor. Please be advised that Aetna Better Health of Florida will deny any claims that are submitted outside of Tellus Electronic Visit Verification (EVV) system.

Claims for personal care services and home health services may be processed outside of the managed care plan's EVV vendor system on a case-by-case basis where there is a documented plan vendor system issue that prevents the provider from billing through the plan's EVV vendor system.

We appreciate the excellent care you provide to our members. If you have any questions, please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you

Provider Relations Department

Aetna Better Health of 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 of 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.