

Aetna Better Health® of Florida 261 N. University Drive Plantation, FL 33324 aetnabetterhealth.com/florida	Date:	April 9, 2025
	Purpose:	Behavior Analysis Process Reminder
	Subject:	Behavior Analysis (BA) COC Process Reminders – COC ending 05/02/2025
	Products:	Behavior Analysis
	From:	Provider Engagement

Aetna Better Health® of Florida

Behavior Analysis COC – Reminder COC ending

Aetna Better Health of Florida would like to **REMIND** all providers that the end of Behavior Analysis (BA) Continuity of Care (COC) is soon approaching. Here is what you need to know.

COC Ending

The Behavior Analysis (BA) Continuity of Care (COC) is **ending on 05/02/2025**.

Prior Authorization Information

- All members will need to have an approved prior authorization request on file to continue services as of 5/2/2025.
- BA prior authorization requests can be submitted 30 days prior to COC ending with a start date of 5/2/2025.
- Any new members beginning BA services require prior authorization to begin services.
- Behavioral Health Prior Authorization request form can be located here:
 - https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_bh_pa_form.pdf
- If submitting prior authorization requests through Availity a Behavioral Health prior authorization form must be attached.
- The group NPI number should be used when submitting prior authorization requests.
- ABHFL follows the most current Florida Medicaid Behavior Analysis Coverage Policy. Please review for most up to date eligibility requirements for recipient and provider, exclusion criteria, documentation standards, authorizations, and reimbursement policies.
- To check whether a service requires prior authorization visit:
 - [Prior Authorization for Providers | Aetna Medicaid Florida](#)
- To obtain an SCA, please first submit a prior authorization request. If the service meets medical necessity, the SCA will be initiated by the Network team.
 - Authorization approvals do not guarantee a single case agreement will be granted.
- If you have a member who is changing BA providers, please submit a change in provider form and prior authorization request. The change in provider form can be located here:
 - https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/pdf/ABHFL_BA_Provider_Change_Form.pdf

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Billing Guidance

- We encourage all providers to log in to Availity and use our preferred clearing house OfficeAlly free of charge.
- Claims can be submitted through any clearing house that is compatible with OfficeAlly.
- For Electronic submissions use the following:
 - ID for ID EDI: 128FL
 - Real Time Payer ID: ABHFL
- For Paper Claim submissions use the following:
 - All paper claims can be mailed to:
Aetna Better Health of Florida Inc.
PO Box 982960 El Paso, TX 79998-2960
- Ensure that the information you are submitting on your claims match the provider data currently listed in AHCA's Provider Master list located here: [Registration | Florida Medicaid Web Portal](#)
 - For example: taxonomy, NPI, rendering address, and billing address
- Services provided by all providers should be billed as previously billed to Medicaid Fee for Service. If this guidance changes, we will update our billing guidelines in writing.
- Remember to submit EOB if billing us as secondary.
- Only One BA practitioner's services are reimbursable when concurrent services are provided by more than one BA practitioner, unless determined to be medically necessary, prior authorized, and indicated in the approved behavior plan.

Credentialing & Contracting

- Behavioral Services Network (BSN) handles credentialing and contracting for ABHFL BA providers.
- All providers are required to be W2 employees.
- BCBA's and BCaBA's require a CAQH application and credentialing.
- RBT's do not require credentialing; however, they do require Medicaid ID.
- Accreditation is NOT REQUIRED but is PREFERRED.

For any contract or credentialing questions please contact **Behavioral Services Network (BSN)**:

- **Email:** info@bsnnet.com
- **Phone:** 305-907-7470
- **Appeals:** appeals@bsnnet.com

Office Hours

- Our office hours have been extended through May 15, 2025.
- We are offering two (2) sessions to answer any questions and go over any updated information that may assist providers with throughout the COC period and beyond.
- Office hours are held:
 - Tuesday(s): 4:00pm-4:30pm
 - Thursday(s): 8:30am-9:00am

Resources

- We are consistently updating our Behavioral Analysis (BA) resources on our website.
- All documents can be located on our provider site under provider materials and forms, materials, Behavioral Analysis tab:
 - <https://www.aetnabetterhealth.com/florida/providers/materials-forms.html>.

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Contact us

- If you have questions or concerns, please contact provider engagement team at:
 - **Phone:**
 - MMA: **1-800-441-5501**
 - LTC: **1-844-645-7371**
 - FHK: **1-844-528-5815**
 - **Email:** FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

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