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Provider Bulletin

Date:	July 9, 2018
Purpose:	Provider Bulletin: Multiple Projects Information
Subject:	Recovery / Recoupment Letters
Products:	Florida Medicaid / Florida Healthy Kids / LTSS
From:	<u>Provider Relations - Medicaid</u>

Dear Provider,

We have identified a mass amount of recovery / recoupments letters that were sent out to our providers due to multiple overpayments projects. Please be advised that the letters obtain one of the following project numbers 573178, 580060, 584368, 570007, 581545, 584369 and not an explanation of the recovery / recoupment.

At this time the plan is reviewing the total amount due on recoveries / recoupments for the specific above mentioned projects. We will be following up and providing an outline of the actual amount due on the projects for your review. We ask that you please disregard the original letters mailed only if it includes any of the following project numbers: 573178, 580060, 584368, 570007, 581545, 584369.

In addition as a reference, the reasons identified on the recovery / recoupment letters outlined as "Contract Update" it's related to State Fee Schedule changes / updates, it does not refer to a change in your paper contract.

If you have received any other recoveries / recoupments letter(s) that are not related to one of the project numbers (573178, 580060, 584368, 570007, 581545, 584369), please follow the process noted in the letters by submitting your disputes within 30 days from the date in the letter. Please send your payment(s) to:

Aetna Better Health of Florida
Attn: Cost Containment Unit
PO BOX 63578
Phoenix, AZ 85082-1925

Furthermore, the correct contact number for any questions regarding recoveries / recoupments is 1-800-441-5501 our Claims Inquiry Claims Research department.

Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323

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Should you have questions, or require additional information please contact your Provider Relations Representative 1-844-528-5815.

If you have any questions, please feel free to reach out to your Network Relations Consultant. For additional assistance you can also reach the Provider Relations Department via:

- Fax #: 844-235-1340
- 1-844-528-5815
- FLMedicaidProviderRelations@aetna.com

Sincerely,

Yanet Espino
Manager, Provider Relations
Aetna Better Health of Florida