


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>September 27, 2022</b>
	<b>Purpose:</b>	<b>Educate Providers on our Peer-to-Peer Process</b>
	<b>Subject:</b>	<b>Hurricane Ian Authorization Information</b>
	<b>Products:</b>	<b>MMA, LTC, FHK</b>
	<b>From:</b>	<b>Provider Relations</b>

## Aetna Better Health® of Florida

### Hurricane Ian - Authorization Information

Dear Providers,

Aetna Better Health of Florida (ABHFL) is grateful for the assistance, care and service that our community providers are rendering to our enrollees before and during Hurricane Ian.

It is imperative that our members maintain access to services that are life sustaining, therefore; Aetna Better Health of Florida is lifting authorization requirements and service limitations for the critical services listed below beginning September 27, 2022, until further notice.

Services that will not require authorization:

- DME
- Home Health
- Hospital Services
- Nursing Facility services
- Chemotherapy
- Dialysis

Thank you for your continued participation in the Aetna Better Health of Florida network.

As always, please don't hesitate to contact our Provider Services line if you have any questions at:

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

LTC: 1-844-645-7371

FHK: 1-844-528-5815

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

Thank you,

**Aetna Better Health of Florida**

[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)

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