


PROVIDER BULLETIN

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|  AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida | Date: | May 28th, 2021 |
| | Purpose: | Provider Bulletin: Remind Providers the importance of EFT & ERA Enrollment and Benefits |
| | Subject: | Provider Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA) Information |
| | Products: | MMA, LTC, FHK |
| | From: | <u>Provider Relations</u> |

NOT yet Enrolled in EFT and ERA with us? Let's get you started!

Aetna Better Health of Florida values the quality care that health care providers give to our members, and it's our goal to provide prompt reimbursement for those services. In order to help you get reimbursed faster, we would like to encourage you to sign up for **Electronic Funds Transfers (EFTs)** and **Electronic Remittance Advices (ERAs)**. This service is provided at no cost to providers and includes numerous benefits.

EFT offers electronic payments deposited directly into providers' bank accounts. Benefits include:

- Elimination of paper checks
- Faster payment
- Improve payment consistency
- Accurate and secure transactions
- Send payment directly into your bank account
- Electronic traceability
- Reduces risk of lost or misrouted checks to the wrong address

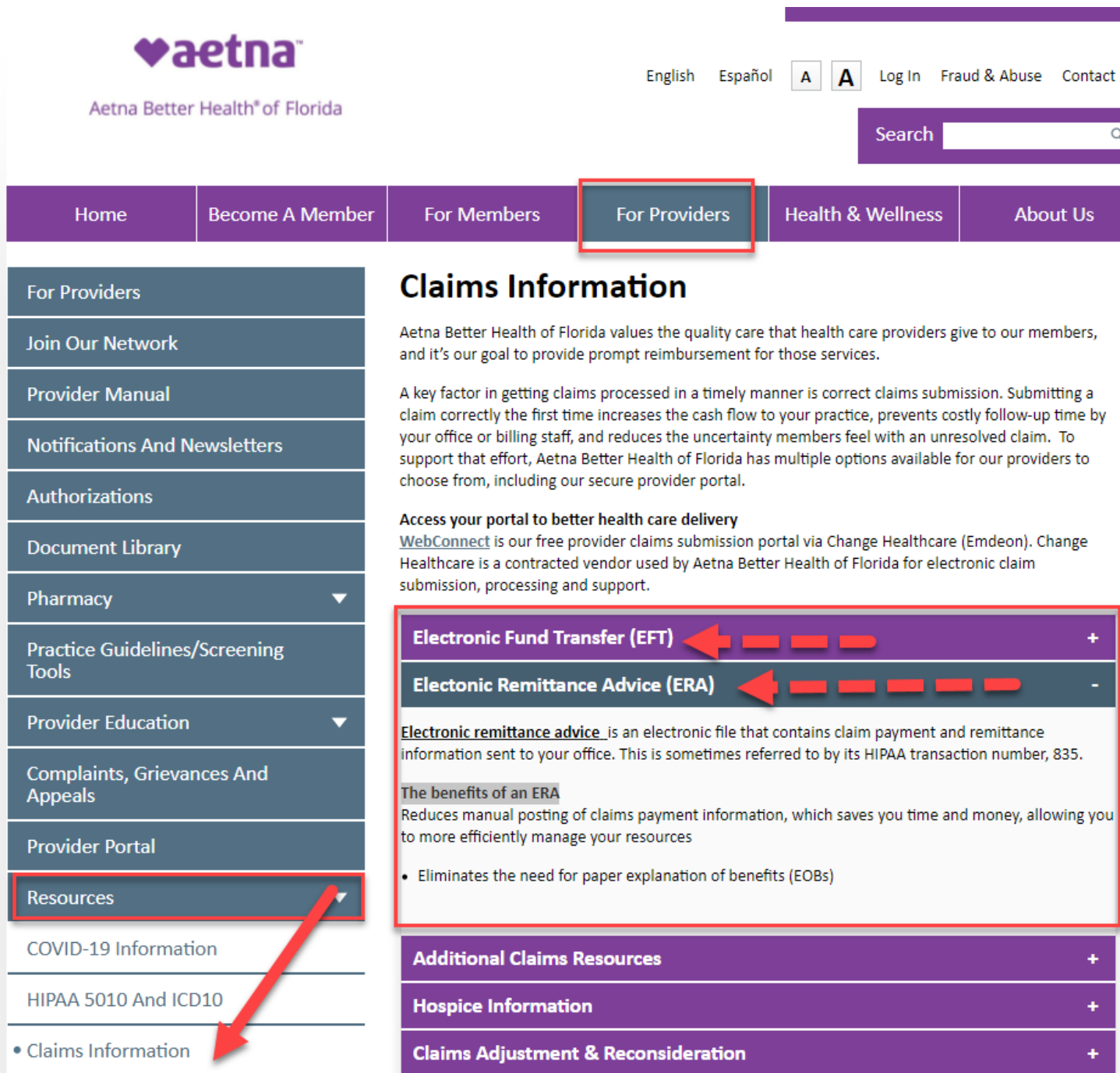
Ready to get your direct payments? Fill out the [Electronic Fund Transfer \(EFT\)](#) form and email it to us at FLFinanceEFTEnrollment@aetna.com. *All information is confidential.*

ERA offers electronic file that contains claim payment and remittance information sent to your office. Benefits include:

- Convenient payment and retrieval remittance information
- Match payments to advices quickly
- Eliminates the need for paper explanation of benefits (EOB's)

Ready to sign up for Electronic Remittances? Fill out the [Electronic Remittance Advice \(ERA\)](#) form and email it to us at FLMedicaidProvdiierRelations@aetna.com when completed.

For your convenience, we also added the EFT and ERA forms on our aetnabetterhealth.com/florida website where you can fill them out electronically. They are located under the “For Providers” main tab, “Resources” and “Claim’s information”.



The screenshot shows the Aetna Better Health of Florida website. At the top, there is the Aetna logo and the text 'Aetna Better Health* of Florida'. To the right, there are language options (English, Español), font size controls (A, A), and links for 'Log In', 'Fraud & Abuse', and 'Contact Us'. A search bar is also present. The main navigation bar includes 'Home', 'Become A Member', 'For Members', 'For Providers' (highlighted with a red box), 'Health & Wellness', and 'About Us'. Below the navigation bar, there is a sidebar menu with items like 'For Providers', 'Join Our Network', 'Provider Manual', 'Notifications And Newsletters', 'Authorizations', 'Document Library', 'Pharmacy', 'Practice Guidelines/Screening Tools', 'Provider Education', 'Complaints, Grievances And Appeals', 'Provider Portal', 'Resources' (highlighted with a red box and an arrow), 'COVID-19 Information', 'HIPAA 5010 And ICD10', and 'Claims Information' (highlighted with a red arrow). The main content area is titled 'Claims Information' and contains text about the quality of care and the importance of correct claims submission. It also mentions 'Access your portal to better health care delivery' and 'WebConnect'. A red box highlights a section with 'Electronic Fund Transfer (EFT)' and 'Electronic Remittance Advice (ERA)' options, each with a red arrow pointing left. Below this, there is a definition of 'Electronic remittance advice' and 'The benefits of an ERA', including a bullet point: 'Eliminates the need for paper explanation of benefits (EOBs)'. At the bottom of the main content area, there are three more sections: 'Additional Claims Resources', 'Hospice Information', and 'Claims Adjustment & Reconsideration', each with a red arrow pointing right.

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

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