


# PROVIDER BULLETIN

 <p><b>AETNA BETTER HEALTH® OF FLORIDA</b></p> <p>261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a></p>	<b>Date:</b>	<b>December 30, 2022</b>
	<b>Purpose:</b>	<b>Educate Providers where to locate Provider Manuals, Newsletters and Notifications</b>
	<b>Subject:</b>	<b>Providers Manuals, Newsletters and Notifications</b>
	<b>Products:</b>	<b>MMA, LTC, FHK</b>
	<b>From:</b>	<b>Provider Relations</b>

## Aetna Better Health® of Florida

### Provider Manuals, Newsletters and Notifications

Dear Providers,

Aetna Better Health of Florida (ABHFL) appreciates the care you provide to our members and wants to make it easy for you to work with us. To keep you up to date on our most recent website updates, guidelines and processes we have created a step-by-step guide to help you find our Provider Manuals, bi-annual newsletters, fax blast communications and forms.

#### Provider Manual (s)

Our Provider Manual is a valuable resource that addresses a broad range of topics for your reference. We designed the Manual to give you more time to focus on what’s most important to you — improving the health and well-being of your patients.

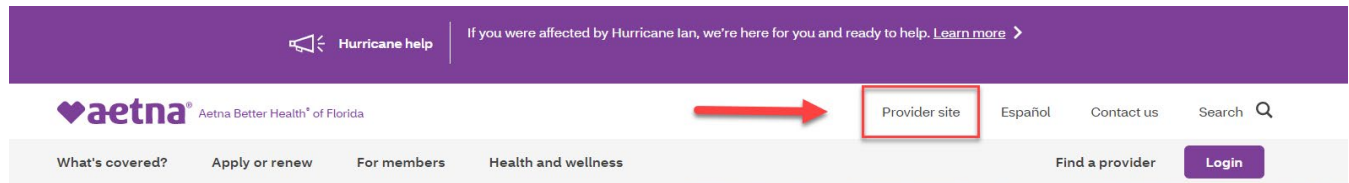
The Provider Manual contains information on the following topics and many more:

• Key contacts and hours of operation	• Member/Provider Rights & Responsibilities
• Language/translation services	• Care Management, Disease Management and other programs intended to help members improve or maintain their health
• Member benefits	• Quality improvement activities
• Claim/payment procedures	• Credentialing and re-credentialing
• Fraud, waste and abuse	• Utilization Management (UM)
• Telemedicine	• Clinical practice guidelines
• Pharmacy	• Value Based Services (VAB)
• Provider responsibilities	• Fee Schedule and reimbursement
• Cultural Competency	• Provider Portal (Availity)

# PROVIDER BULLETIN

## The Provider Manual for Florida Healthy Kids and Medicaid Comprehensive Long-Term Care

The Florida Healthy Kids and Medicaid and Comprehensive Long-Term Care Provider Manuals are updated periodically, with the current version always available on our website at <https://www.aetnabetterhealth.com/florida/providers/provider-manual>. Significant changes may also be delivered via fax, mail, or other electronic means.



## Aetna Better Health<sup>®</sup> of Florida

When you choose us, you make the choice for better health. We offer benefits and services for those who qualify for Medicaid programs or Florida Healthy Kids (FHK). Already a member? Let's help you get started with your plan.

Become a member

Get started



### QUICK LINKS

[Portal and app](#) >

[News and events](#) >

[Materials and forms](#) >

[Health tips](#) >



## Welcome providers

We offer benefits and services for those who qualify for Medicaid programs and Florida Healthy Kids (FHK). As a network provider, you enjoy a lot of benefits, from ongoing support and training to timely claims processing and competitive compensation. Together, we can improve health care access and quality in Florida.

How to join



### HELPFUL LINKS

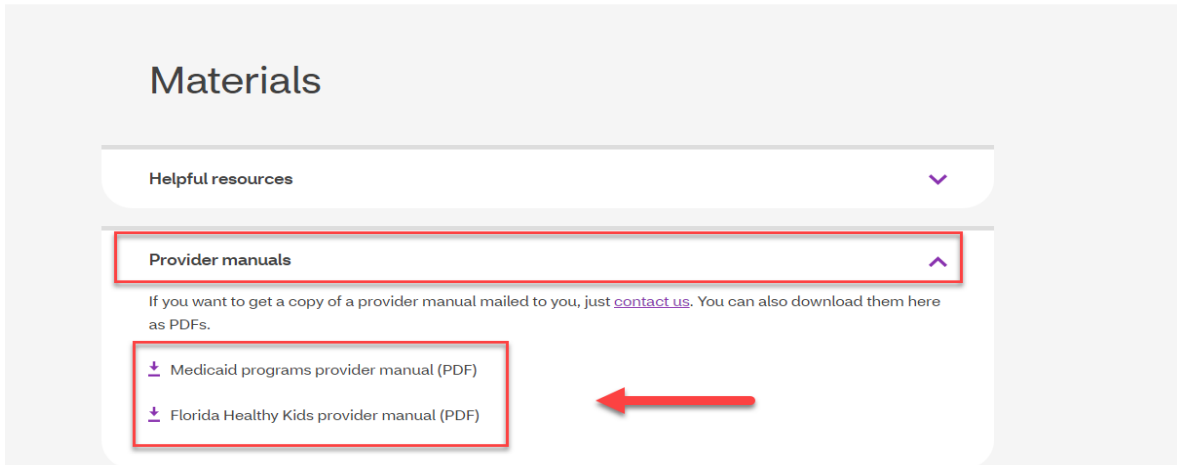
[Materials and forms](#) >

[Notices and newsletters](#) >

[Provider Portal](#) >

[Member home page](#) >

## Provider materials and forms



Materials

Helpful resources

Provider manuals

If you want to get a copy of a provider manual mailed to you, just [contact us](#). You can also download them here as PDFs.

- ↓ Medicaid programs provider manual (PDF)
- ↓ Florida Healthy Kids provider manual (PDF)

- **Link to Provider Manual for Florida Healthy Kids**  
[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl\\_fhk\\_provider\\_manual.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_fhk_provider_manual.pdf)
- **Link to Provider Manual for Medicaid Comprehensive Long-Term Care**  
[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl\\_medicaid\\_comprehensive\\_ltc\\_provider\\_manual.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_medicaid_comprehensive_ltc_provider_manual.pdf)

### Provider Newsletters

Aetna Better Health of Florida's Provider Newsletters are produced bi-annually and available to all providers on our website at:

<https://www.aetnabetterhealth.com/florida/providers/index.html>

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[How to join](#)



### HELPFUL LINKS

[Materials and forms >](#)

[Provider Portal >](#)

[Notices and newsletters >](#)


[Member home page >](#)


Login

## Notices and newsletters

Stay up to date on the latest provider news and helpful information.

### Updates and reminders


Policy updates 

Pharmacy updates 

Billing policy reminders 

### 2022

Newsletters 

 [Summer 2022 newsletter \(PDF\)](#)

 [Winter 2022 newsletter \(PDF\)](#)

➤ **Summer 2022 - Provider Newsletter**

[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl\\_provider\\_summer\\_newsletter\\_2022.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_summer_newsletter_2022.pdf)

➤ **Winter 2022 - Provider Newsletter**

[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl\\_provider\\_winter\\_2022\\_newsletter.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_winter_2022_newsletter.pdf)

# PROVIDER BULLETIN

## Provider Communications

Stay current on Aetna Better Health of Florida policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues affecting your practice and patients. All Provider Communications are faxed to providers and can be located at: <https://www.aetnabetterhealth.com/florida/providers/announcements>

The screenshot shows the top navigation bar with the Aetna logo and the text "Aetna Better Health of Florida". On the right, there are links for "Member site", "Contact us", and "Search". Below the navigation bar, there are tabs for "Working with us", "Programs and services", "Resources" (highlighted with a red box), and "Our network". On the right side of this bar, there are buttons for "Find a provider" and "Login".

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[How to join](#)

**HELPFUL LINKS**

- [Materials and forms >](#)
- [Provider Portal >](#)
- [Notices and newsletters >](#) (highlighted with a red box and a red arrow pointing to it)
- [Member home page >](#)

The screenshot shows the "Resources" tab selected in the navigation bar. The main heading is "2022". Below it, there is a "Newsletters" section with a dropdown arrow. Underneath, the "Provider notifications" section is highlighted with a red box and has an upward arrow. Below this, there are two sections: "December 2022" and "November 2022".

**2022**

**Newsletters** ▾

**Provider notifications** ▲

**December 2022**

- ↓ [Clinical Payment, Coding and Policy Reminders \(PDF\)](#)
- ↓ [Behavioral Health Provider Training Invitation \(12/14/2022\) \(PDF\)](#)
- ↓ [Emcara Health Partnership \(PDF\)](#)
- ↓ [Maternity Provider Training Invitation \(12/7/2022\) \(PDF\)](#)

**November 2022**

- ↓ [Dx Gap Advisor Training \(11/30/2022\) \(PDF\)](#)
- ↓ [CPT Coding Incentive Program Pilot \(PDF\)](#)
- ↓ [Behavioral Health \(BH\) Training Invite \(12/14/2022\) \(PDF\)](#)
- ↓ [Availity Webinars Invitation \(PDF\)](#)
- ↓ [HCPCS Codes for Depression Screening \(PDF\)](#)

# PROVIDER BULLETIN

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)

**CONFIDENTIALITY NOTICE:** This message 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 or 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.