


# PROVIDER BULLETIN

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| <br><b>AETNA BETTER HEALTH® OF FLORIDA</b><br>261 N. University Drive<br>Plantation, FL 33324<br><a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a> | <b>Date:</b>     | <b>October 17, 2022</b>                              |
|  | <b>Purpose:</b>  | <b>Educate Providers on our Peer-to-Peer Process</b> |
|  | <b>Subject:</b>  | <b>NEW Peer-to-Peer Process</b>                      |
|  | <b>Products:</b> | <b>MMA, LTC, FHK</b>                                 |
|  | <b>From:</b>     | <b>Provider Relations</b>                            |

## Aetna Better Health® of Florida Peer-to-Peer Process

Dear Providers,

Aetna Better Health of Florida (ABHFL) is happy to announce that we have enhanced your provider experience by adding a scheduling team who can schedule peer-to-peer discussions for our Medical Directors (MDs).

Call **1-833-459-1998** to speak with a live peer to peer scheduler in real time. We do ask that you have your MD name, phone number, and availability ready upon calling.

After completion of the peer-to-peer review, we will fax over the final determination to your facility.

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 of 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.

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