

**Aetna Better Health® of Florida**  
8200 NW 41<sup>st</sup> Street  
Doral, FL 33166



# **Aetna Better Health® of Florida**

## **New Claims P.O. Box Address - Effective 2/14/2022**

Dear Member/Guardian:

Aetna Better Health of Florida (ABHFL) is replacing our current vendor, **Change Healthcare (CHC)**, with **Conduent Commercial Solutions, LCC** for services related to the receipt and imaging of all paper claims. As a result, the address for sending paper claims and correspondence is changing.

Current Mailbox	New Mailbox (Eff. 2/14/2022)
Aetna Better Health of Florida P.O. Box 63578 Phoenix, AZ 85082-1925	Aetna Better Health of Florida P.O. Box 982960 El Paso, TX 79998-2960

The address listed on your physical ID card will not be accurate as of February 14, 2022. You can find the new address listed on our website (<https://www.aetnabetterhealth.com/florida>) and the member portal.

Our NEW address will be effective **February 14th, 2022.**

### **New Address**

Aetna Better Health of Florida  
P.O. Box 982960  
El Paso, TX 79998-2960

Please reach out to Member Services with any questions or concerns:

- Medicaid Member Services: **1-800-441-5501** (TTY: **711**)
- Comprehensive Long-Term Care Member Services: **1-844-645-7371** (TTY: **711**)
- Florida Healthy Kids Member Services: **1-844-528-5815** (TTY: **711**)

Aetna Better Health of Florida  
Member Services

This information is available for free in other languages and formats. Please contact our customer service number at 1-844-645-7371 and TTY/TDD 7-1-1, Monday through Friday, from 8 AM to 7 PM.

Esta información está disponible de manera gratuita en otros idiomas y formatos. Comuníquese con Servicios al Cliente al 1-844-645-7371 (TTY o TDD: 7-1-1), de lunes a viernes, de 8:00 a. m. a 7:00 p. m.

Enfòmasyon sa a disponib gratis nan lòt lang yo ak vèsyon yo. Tanpri kontakte nimewo sèvis kliyan nou an nan nimewo 1-844-645-7371 ak TTY/TDD 7-1-1, sòti lendi pou rive vandredi, ant 8è nan matin pou rive 7è nan aswè.

Ces informations sont disponibles gratuitement dans d'autres langues et formats. Pour plus d'informations, veuillez contacter notre numéro de Service à la Clientèle au 1-844-645-7371 et notre service de téléscripneur ou appareil de télécommunications pour malentendants (TTY/TDD) au 7-1-1 du lundi au vendredi, de 8 h à 19 h.

Queste informazioni sono disponibili gratuitamente in altre lingue e formati. Si prega di contattare il nostro Servizio Clienti al numero 1-844-645-7371 e TTY/TDD 7-1-1, dal lunedì al venerdì, dalle 8:00 alle 19:00.

Эти сведения можно бесплатно получить в переводе на другие языки или в другой форме. Просто позвоните в наш отдел обслуживания, телефон 1-844-645-7371 (TTY/TDD 7-1-1). Линия работает с понедельника по пятницу с 8 утра до 7 вечера.