


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	August 30, 2023
	Purpose:	Provider Bulletin: Hurricane Idalia State of Emergency Declared
	Subject:	Hurricane Idalia – Important Information for Providers
	Products:	All Lines of Business
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

Hurricane Idalia – Important Information for Providers

Dear Provider,

In order to support providers and help keep our members safe through Hurricane Idalia, Aetna Better Health of Florida is implementing temporary flexibilities to our prior authorization process for all products: Medicaid (MMA), Long Term Care (LTC), Florida Healthy Kids (FHK) in the impacted counties. **Flexibilities will be in place until further notice.**

- ✓ Early prescription refill edits have been lifted for all maintenance medications (Note: This does not apply to controlled substances).
- ✓ Additionally, if a recipient requires critical Medicaid services beyond limits stated in policy to maintain safety and health, providers can furnish the service.
- ✓ All Preadmission Screening and Resident Review (PASRR) processes are postponed until further notice by the Agency.
 - Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
 - The Agency is waiving the PASRR process for recipients who evacuated due to an evacuation order or power outage and are admitted and discharged during the storm.

Impacted counties include: Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Hillsborough, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Nassau, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, and Wakulla Counties.

Additional information for providers is located on the Agency's website, [Florida Agency for Health Care Administration](#). To read Governor Ron DeSantis' emergency executive order , [click here](#).

We appreciate the excellent care you provide to our members, especially during this difficult time. As always, please don't hesitate to contact our Provider Services line if you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) TTY (711)

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY (711)

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY (711)

Email: FLMedicaidProviderRelations@aetna.com

Sincerely,

Network Management

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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