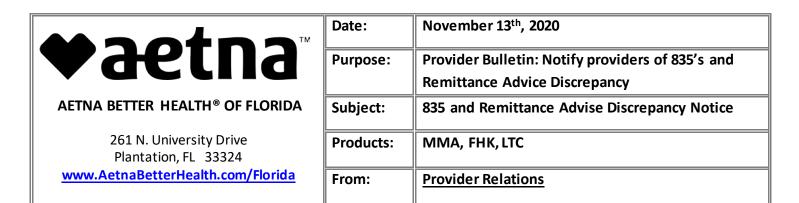
PROVIDER BULLETIN



Dear Provider,

Aetna Better Health of Florida (ABHFL) would like to inform you that on Monday October 26th, 2020 Change Healthcare made updates to their system in order to improve and streamline the payment and remittances process. This update impacted multiple 835's and Remittance Advices from October 26, 2020 through November 6, 2020.

Please be advised, for those impacted, the payments/EFTs do not match the information within the 835/Remittance Advice, however, we assure you that payments were not affected.

The issue has been resolved as of Friday November 6, 2020. If you have been affected, you will be receiving a corrected 835/Remittance Advice in order to reflect the correct information for your records.

Thank you for your patience as we get through these corrections and 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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