

PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	May 5 th 2020
	Purpose:	Provider Bulletin: Inform Providers of Medicaid recipient eligibility extension during COVID-19
	Subject:	COVID-19 Members Medicaid Eligibility Benefits
	Products:	All Line of Business (MMA, LTC, FHK)
	From:	<u>Provider Relations</u>

Dear Provider,

This notification is to inform you that Aetna Better Health of Florida (ABHFL) is working very closely with The Agency for Health Care Administration (AHCA) to ensure current Medicaid recipients maintain their benefits during the 2019 novel coronavirus (COVID-19) state of emergency.

Please be advise that Aetna Better Health of Florida will maintain Medicaid eligibility for all current recipients through the last day of the month of the state of emergency. **This means no Medicaid recipient will lose Medicaid eligibility during the state of emergency.**

In addition, The Agency for Health Care Administration has extended the time to complete the Medicaid Application. During this state of emergency, individuals applying for Medicaid may be unable to submit all the documentation required to process their application.

Beginning with applications received in February 2020, The Agency for Health Care Administration will be extending the timeframe for individuals to submit any necessary paperwork to **120 days** from the date the application was received.

If the Medicaid application is approved, the individual's Medicaid eligibility effective date will still be the first day of the month that the initial application was received.

See example below.

Date Initial Application Received	Deadline to submit all Paperwork	Medicaid eligibility effective date
March 7, 2020	July 4, 2020	March 1, 2020

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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