



Aetna Better Health® of Florida

ABH of Florida: Updated Itemized Billing Guidelines

Important Notice for Providers

At Aetna Better Health of Florida (ABHFL), we are committed to supporting our provider partners and ensuring the timely, accurate processing of claims. To further enhance efficiency and transparency in our claims adjudication process, we are implementing updated requirements for itemized billing on high-dollar claims.

Reminder: Itemized Billing Requirements

- **Itemized bills are required for all claims with an expected payable amount greater than \$25,000 (Twenty-Five Thousand Dollars), as well as for claims involving specific services such as surgical procedures, inpatient stays, or high-cost diagnostic services.**
- **Each itemized bill must include:**
 - **Service Date(s)**
 - **Description of each service rendered**
 - **CPT/HCPCS codes (if applicable)**
 - **Units and charges per service**

Submission Method: Itemized bills must be submitted through Availity or via Electronic Data Interchange (EDI) at the time of claim submission.

Claims submitted without the required documentation may be subject to delay or denial.

Our Commitment to Providers

This update reflects our ongoing efforts to streamline the claims process and uphold best practices in billing transparency. We value your partnership and appreciate your dedication to delivering high-quality care to our members.

Contact Us

If you have questions or need assistance with these new requirements, please reach out to our Provider Engagement Team or Contracting Department:

- Phone: MMA: 1-800-441-5501 | LTC: 1-844-645-7371 | FHK: 1-844-528-5815
- Email: Provider Engagement: FLProviderEngagement@aetna.com
- Email: Contract Department: FLMedicaidContracting@aetna.com

Thank you for your ongoing collaboration and commitment to Aetna Better Health of Florida.

Sincerely,

Aetna Better Health of Florida