



Novum Provider communication ♥

Dear Provider,

Aetna Better Health of Florida (ABHFL) is excited to announce an important new behavioral health partnership for which we ask for your support. Aetna Better Health of Florida has started working with NovumHealth in Region D (Hillsborough, Polk, Manatee, Hardee, and Highlands counties), and will expand the relationship to other regions in the coming months.

NovumHealth will work with you and our Medicaid members to:

- Facilitate rapid access (72 hours or less) to psychiatry-led care for all acuity members.
- Work with Emergency Departments, and the community, to help triage high acuity members in crisis and provide care coordination.
- Support discharge planning from inpatient settings and coordinate care post-discharge.

You may hear from NovumHealth in the coming weeks. Please engage with NovumHealth to see if there are any opportunities to leverage their capabilities.

It is important to note, NovumHealth is subject to our standard Business Associate Agreement (BAA) and Release of Information (ROI) terms and therefore is authorized to receive all matters of patient data, including PHI.

NovumHealth will provide an added layer of care coordination support for/to our behavioral health members, while acting as a direct resource for you and your teams.

We appreciate your continued partnership and value all you do for our members. If you have any questions, please reach out to your Provider Engagement Account Manager.

Thank you,

Aetna Better Health of Florida Provider Engagement

AetnaBetterHealth.com/Florida

