

PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	November 17, 2025
	Purpose:	Update Providers on the Impact of ProgenyHealth's Maternity Case Management Program
	Subject:	ProgenyHealth's Maternity Case Management Program
	Products:	OBGYN, Certified Nurse Midwives, Licensed Midwives, and Doulas
	From:	Provider Relations

Aetna Better Health® of Florida ProgenyHealth's Maternity Case Management Program

Dear Providers,

After more than two years, our members – *your patients* – are experiencing happier, healthier pregnancies. Aetna Better Health® of Florida has contracted with ProgenyHealth®, a leader in Maternity & NICU Care Management, to deliver a comprehensive, evidence-based program that helps your patients while easing your practice workload.

The program is offered by Aetna Better Health® of Florida for our Medicaid members.

How does it work?

The Maternity Case Management program supports patients before, during and after their pregnancy (up to 12 months postpartum) with the help of Maternity Case Managers at no additional cost to you or your patients. The program includes a personalized focus on clinical, behavioral, and social support, as well as a mobile app.



Could you give an example of the program's impact?

Challenge

Maria was referred to ProgenyHealth at 34 weeks, pregnant with her first child, and high-risk due to gestational diabetes. Maria struggled with food insecurity, behavioral health, and language issues during her pregnancy and experienced spontaneous vaginal delivery at 37 weeks and 2 days. Her baby was admitted to the NICU following the delivery due to low blood sugar.

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FL-25-11-1

Proprietary

Case Management

Maria was immediately assigned to a ProgenyHealth Maternity Case Manager who spoke Spanish and was able to connect her to a local food pantry and referred her to BH services. Engagement in the maternity program while Maria was pregnant allowed for a seamless transition to the ProgenyHealth NICU Case Management program. The ProgenyHealth NICU Case Manager took over to support Maria, and her baby was discharged after a 5-day NICU stay.

Results

Maria returned home with her baby after their NICU experience and continued to receive support from both her Maternity and NICU Case Managers to secure infant formula and for a safe transition home. ProgenyHealth Case Managers supported Maria throughout her high-risk pregnancy, NICU admission, and postpartum period. Maria also confirmed that baby well visits and postpartum visits had been scheduled.

To learn more about ProgenyHealth's programs and services or refer a patient, call **1-855-231-4730** Monday-Friday between 8:30AM-5:00PM. Please visit our [ABHFL website under our provider site, resources, maternity flyers](#).

- Member maternity flyer(s) - [English \(PDF\)](#) | [Spanish \(PDF\)](#)

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL 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: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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