


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	04/14/2026
	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

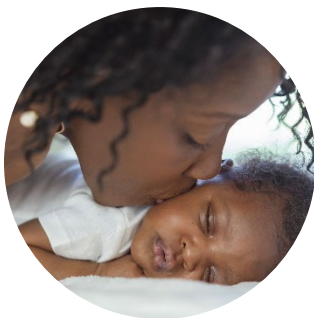
Dear Providers,

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 and Care Coordinators 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

Nia, a first-time mother, was referred to ProgenyHealth at 34 weeks of pregnancy due to a high-risk pregnancy related to Type 2 diabetes. During her initial screening, she shared concerns about food insecurity and her mental health, and Haitian-Creole was her primary language. After delivery, her baby required specialized care and was admitted to the NICU, creating

an unexpected and emotional start to motherhood.

Case Management

www.AetnaBetterHealth.com/Florida

FL-25-3-4

7752210-93-01

Proprietary

Nia was matched with a Haitian-Creole-speaking ProgenyHealth Case Manager who quickly connected her to food resources and behavioral health services in her primary language. When her baby was admitted to the NICU for low blood sugar after delivery at 37 weeks, prior engagement in the maternity program allowed for seamless NICU Case Management support, and the infant was discharged after five days.

Results

Nia was referred to the program in August and delivered her baby in October, receiving continuous support through pregnancy, a NICU stay, and the postpartum period. Engagement across both the maternity and NICU programs helped ensure her baby's well visits and her postpartum follow-ups were completed, and the family remains actively engaged.

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](#) TTY (711)

LTC: [1-844-645-7371](#) TTY (711)

FHK: [1-844-528-5815](#) TTY (711)

Email: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains of as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient