

# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>February 22, 2020</b>
	<b>Purpose:</b>	<b>Provider Bulletin: Identify ways to better support our Physician Practices and Members during and after COVID-19</b>
	<b>Subject:</b>	<b>COVID-19 PCP/Telemedicine Survey</b>
	<b>Products:</b>	<b>MMA &amp; FHK Physicians</b>
	<b>From:</b>	<b><u>Provider Relations</u></b>

Dear Valued Provider,

As the coronavirus outbreak continues to spread across our state, Aetna Better Health of Florida would like to obtain more information regarding your emergency response plans and your telemedicine capabilities. In an effort to better understand your availability, and how Aetna Better Health can support you, we ask that you take the brief survey linked below.

Your responses will help us better collaborate with you to ensure the safety of our providers and members. Please take a few minutes to respond to the important COVID-19 questionnaire below by no later than **Wednesday February 25, 2020**.

- **Survey Link:** <https://www.surveymonkey.com/r/MKCKNRP>

We appreciate the excellent care you provide to our members. Thank you for your participation.

If you have any questions please feel free to contact us via e-mail:

[FLMedicaidProviderRelations@Aetna.com](mailto: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

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