


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	July 9, 2020
	Purpose:	Provider Bulletin: Prior Authorization Reinstatement Update
	Subject:	COVID-19 Prior Authorization Reinstatement Requirements
	Products:	All Lines of Business (MMA, LTC, FHK)
	From:	<u>Provider Relations</u>

Dear Provider,

In a recent Policy Transmittal ([PT 2020-35 Prior Authorization Reinstatement](#)), the Agency for Health Care Administration (AHCA) communicated the changes and details on the reinstatement of prior authorization for certain Medicaid-covered services. In order to remain consistent with **Phase 2** of Governor Ron DeSantis' Plan for Florida's Recovery and AHCA, Aetna Better Health of Florida will follow the prior authorization reinstatements requirements.

Prior Authorization Reinstatement Update

Effective June 19, 2020 Aetna Better Health of Florida (ABHFL) has reinstated prior authorization requirements for the following Florida Medicaid and Florida Healthy Kids services that were waived in response to COVID-19 ([see Policy Transmittal: 2020-15](#)):

- Hospital services (including long-term care hospitals)
- Nursing facility services
- Physician services
- Advanced practice registered nursing services
- Physician assistant services
- Home health services
- Ambulance transportation
- Durable medical equipment and supplies

This change applies in both:

1. The fee-for-service and
2. The managed care delivery systems

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FL-20-06-10

Proprietary

Behavioral Health Exception

Aetna Better Health of Florida (ABHFL) will continue to waive prior authorization requirements and services limits (frequency and duration) for Medicaid-covered behavioral health services covered. This includes community behavioral health services, inpatient behavioral health services, and targeted case management services. ABHFL will continue this flexibility until further notice.

Florida Healthy Kids Exception

Aetna Better Health of Florida (ABFHL) will continue to waive copayments through July 31, 2020.

Additional Resources

Additional information regarding COVID-19 updates, changes and new process can be located on our Aetna Better Health of Florida website under the resources page, "COVID-19 Information":

- <https://www.aetnabetterhealth.com/florida/providers/resources/covid-19>

We appreciate the excellent care you provide to our members. If you have any questions please feel free to contact us via e-mail: 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

Aetna Better Health of Florida
Provider Relations Department

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