

**AETNA BETTER HEALTH® OF FLORIDA**

1340 Concord Terrace

Sunrise FL, 33323

[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)



# Provider Bulletin

**Subject: Event Notification Service (ENS) Participation**

**Date:** April 18, 2018

**Products: Medicaid and Healthy Kids**

**REMARKS:**

Urgent

For your review

Reply ASAP

Please comment

Dear Provider,

**Event Notification Service (ENS)** is a service provided through the Florida Health Information Exchange (HIE) which was implemented by AHCA. To comply with AHCA requirements Aetna Better Health of Florida Medicaid has subscribed to the Event Notification Service. The service provides alerts in real time about our members' hospital encounters which the health plan will have the ability to provide to primary care providers to enable care coordination.

**How will notifications be received?**

- Notifications are sent via email to member primary care physicians when there is a hospital encounter (Inpatient Admission or Emergency Room)
- The email recipient will be asked to access the Provider Web Portal for more detail (member identifiers, hospital, dates, reason for visit, inpatient or emergency, etc. )

**What steps are needed to start receiving the notification?**

1. Draft an email to: [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)
2. Subject line must read: "Provider Registration ENS Program"
3. Include in your email the following information:
  - Provider Name/ Group Name:
  - Contact Person:
  - Telephone Number:
  - Fax Number:
  - NPI:
  - Tin:
  - Designated Email:  
**Note:** Only 1 email address is allow per group, select the most appropriate email address for the ENS notifications.
4. Provider Web Portal registration is required to view the ENS reports– If not already registered for the portal, the registration will be completed at this time with the information provided above.

Once we receive this information we will send you a confirmation email to the designated email address. If applicable, you will also receive registration information for the Provider Web Portal.

**What information is provided in an ENS alert?** The alert messages contain the following available data on a patient:

- Source Facility (ex. Memorial Hospital)
- Emergency or Inpatient
- First Name, Last Name
- Gender, Date of Birth, Address
- Home, Cell, and Work Numbers
- Event (Admit or Discharge)
- Event Time/ Date
- Admit Reason or Chief Complaint (narrative)

**Advantages of receiving alerts:**

- Ability to provide follow-up treatment and coordinate care
- Avoid or reduce unnecessary readmissions and ER visits
- Provide post-acute care follow up and establish a future primary care treatment regimen
- Improved member health and outcomes
- Ability for Care Managers to assist member and coordinate care with primary care provider

Should you have questions or require additional information, please contact Provider Relations at 800-441-5501, email [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com), or fax 844-235-1340.

**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.