


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	December 30, 2021
	Purpose:	Inform Providers of Behavioral Health Integration
	Subject:	Behavioral Health Update
	Products:	All Lines of Business (MMA, LTC, FHK)
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

Behavioral Health Integration – **March 1, 2022**

Please be advised that as of March 1, 2022, Aetna Better Health of Florida (ABH-FL) will no longer contract with Beacon Health Options (Beacon) for the management of ABH-FL members' behavioral health services.

Effective March 1, 2022, ABH-FL will be transitioning to an integrated medical and behavioral management model, and will contract with Behavioral Services Network (BSN) for its behavioral health and substance abuse provider network. Through this new approach, ABH-FL will be handling behavioral health clinical and operational functions, including care management, utilization management, and claims. Incorporating behavioral health into our current infrastructure improves efficiencies between the health plan, providers, and enrollees.

For PCPs and Medical Specialists

In order to access ABH-FL's contracted behavioral health providers, please visit our website, www.aetnabetterhealth.com/florida, or contact Provider Services between 8 a.m. and 7 p.m. Monday through Friday.

- Phone: 1-844-645-7371
- Email: FLMedicaidProviderRelations@aetna.com

For Contracted Behavioral Health Specialists

Authorization Requests prior to March 1, 2022:

For requests prior to March 1, 2022, Beacon will continue to process authorizations. Please continue to submit your authorization requests to Beacon.

Authorization Requests on or after March 1, 2022:

As of March 1, 2022, all behavioral health services that require prior authorization for ABH-FL members must be submitted to ABH-FL. Prior authorization requirements and criteria may change. Providers can review the provider manual for any additional guidance. Please visit <https://medicaidportal.aetna.com/propat/Default.aspx> to check for codes that require prior

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authorization.

A provider may obtain the required prior authorization by going to <http://aetnabetterhealth-florida.aetna.com> or contacting the Utilization Department at 1-800-441-5501.

You can also submit prior authorization requests via fax:

- **FHK:** 833-365-2493
- **MMA/LTC:** 833-365-2474

Claims for Dates of Service prior to March 1, 2022:

For dates of service prior to March 1, 2022, Beacon will continue to process claims. Please continue to submit behavioral health claims to Beacon Health Options:

Electronic Claims

Payer EDI: 43324

Paper Claims

Beacon Health Options, Inc.
Attn: Claims and Correspondence
PO Box 1870
Hicksville, NY 11802-1870

Claims for Dates of Service beginning March 1, 2022:

Electronic Claims

Payer EDI: 128FL
Real Time Payer ID: ABHFL

Paper Claims

Aetna Better Health of Florida
P.O. Box 982960
El Paso, TX 79998-2960

Continuity of Care

Enrollees will not experience an interruption in service(s) or care coordination. Aetna Better Health of Florida will honor any ongoing treatment that is currently being provided or that was previously authorized by Beacon for the duration of the authorization or up to 60 days, whichever is first, following the transition on March 1, 2022. Continuity of care applies to Aetna Better Health of Florida participating and non-participating providers.

To Become a Participating Provider with ABH-FL

If you are interested in becoming a participating provider with ABH-FL for behavioral health, please go to <https://www.bsnet.com/index.php/join-us> to complete the Request to Join form. If you have questions, you may email us at info@bsnet.com or speak to a provider relations

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specialist at 305-907-7470.

As we prepare for this transition, please contact our Provider Services line at 1-844-645-7371 should you have any questions. Thank you in advance for your continued participation in the Aetna Better Health of Florida network.

Aetna Better Health of Florida

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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 or 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.