

 <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>	December 8, 2022
	<b>Purpose:</b>	Provider Bulletin: Introduce and educate providers about Emcara – A new in-home care benefits for patients in need
	<b>Subject:</b>	Emcara Health Partnership
	<b>Products:</b>	Medicaid MMA
	<b>From:</b>	<u>Provider Relations</u>

## Aetna Better Health® of Florida

### Emcara Health – New Partnership

Dear Provider,

Aetna Better Health of Florida (ABHFL) is excited to announce our new partnership with Emcara Health. **Effective January 1, 2023**, Emcara Health will deploy physician-led multidisciplinary care teams to provide integrated, person-centered primary care to members in their home to better serve members.

These teams consist of complex care physicians, community health workers (CHW), nurse practitioners, registered nurses, physical and behavioral health care coordinators, and licensed clinical social workers, all collaborating to address barriers members navigate when it comes to their health, such as behavioral health, transportation, food access, and more.

### **For more information about how Emcara Health works, please take a look at the attached flyer.**

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our Provider Services line if you have any questions at:

**Phone:** MMA: 1-800-441-5501  
 LTC: 1-844-645-7371  
 FHK: 1-844-528-5815

**Email:** [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)

Thank you,  
**Aetna Better Health of Florida**  
[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)

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## A New In-Home Care Benefit for Patients In Need

Emcara Health is a national medical group that specializes in providing primary care in the home. Our care teams *go to the patient*, providing comprehensive medical care for high-risk populations—and especially for people who often miss office appointments or struggle with care plan compliance. In addition to in-home visits, our team is also available to the patient 24/7 to answer any calls or questions.

### How Emcara Health Works

Emcara Health partners with Aetna across the state of Florida under a value-based care arrangement to provide primary care and support for a very narrow population of high-risk patients: people with serious health challenges who don't consistently visit a doctor or adhere to care plans. **There is no charge to these patients for any of Emcara Health's services.** Our in-home care and 24/7 availability are fully covered by their Aetna plan, and our team includes a community health worker for helping to meet non-medical barriers to health.

### How We Partner With You

Like you, our goal is to help these patients improve their health, maintain compliance, and reduce high-impact health events and trips to the hospital. That means a better quality of life for the patient, and much less time for providers on things like coordinating with hospitals, monitoring care compliance, and juggling missed appointments.

**We would appreciate your help in the following four areas** with the select few patient(s) of yours who may be eligible:

**1** Giving the patient the background on Emcara Health, and how it brings care to them.

**2** Explaining the transition to the patient and how they will now get primary care where they live.

**3** Making it clear that there is no cost to the patient—it's 100% covered by their Aetna plan.

**4** Helping us with medical records and any other knowledge sharing that might be helpful.