

AETNA BETTER HEALTH® OF FLORIDA

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Date:	November 15, 2022
Purpose:	Educate Providers where to locate Provider Manuals, Newsletters and Notifications
Subject:	Providers Manuals, Newsletters and Notifications
Products:	MMA, LTC, FHK
From:	Provider Relations

Aetna Better Health® of Florida

Provider Manuals, Newsletters and Notifications

Dear Providers.

Aetna Better Health of Florida (ABHFL) appreciates the care you provide to our members and wants to make it easy for you to work with us. To keep you up to date on our guidelines and processes, we maintain an updated Provider Manual, and issue Newsletters bi-annually, and fax multiple Provider Bulletins during the course of the year.

Provider Manual (s)

Our Provider Manual is a valuable resource that addresses a broad range of topics for your reference. We designed the Manual to give you more time to focus on what's most important to you — improving the health and well-being of your patients.

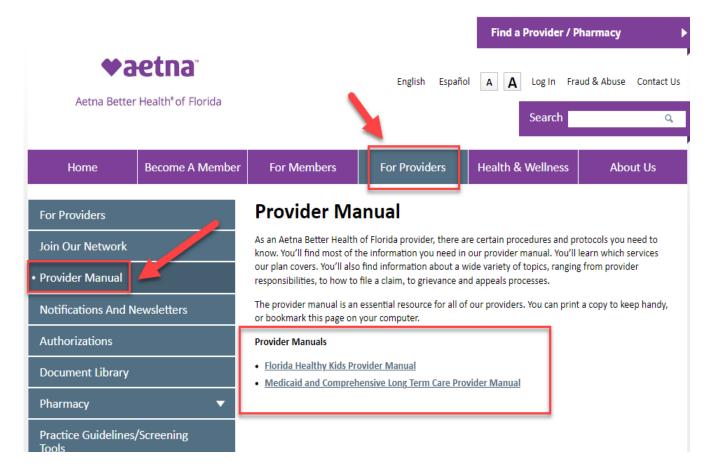
The Provider Manual contains information on the following topics and many more:

Key contacts and hours of operation	Member/Provider Rights & Responsibilities
Language/translation services	Care Management, Disease Management
	and other programs intended to help
	members improve or maintain their health
Member benefits	 Quality improvement activities
Claim/payment procedures	Credentialing and re-credentialing
• Fraud, waste and abuse	Utilization Management (UM)
Telemedicine	Clinical practice guidelines
Pharmacy	Value Based Services (VAB)
Provider responsibilities	Fee Schedule and reimbursement
Cultural Competency	Provider Portal (Availity)

The Provider Manual for Florida Healthy Kids and Medicaid Comprehensive Long-Term Care

The Florida Healthy Kids and Medicaid and Comprehensive Long-Term Care Provider Manuals are updated periodically, with the current version always available on our website at https://www.aetnabetterhealth.com/florida/providers/provider-manual.

Significant changes may also be delivered via fax, mail, or other electronic means.

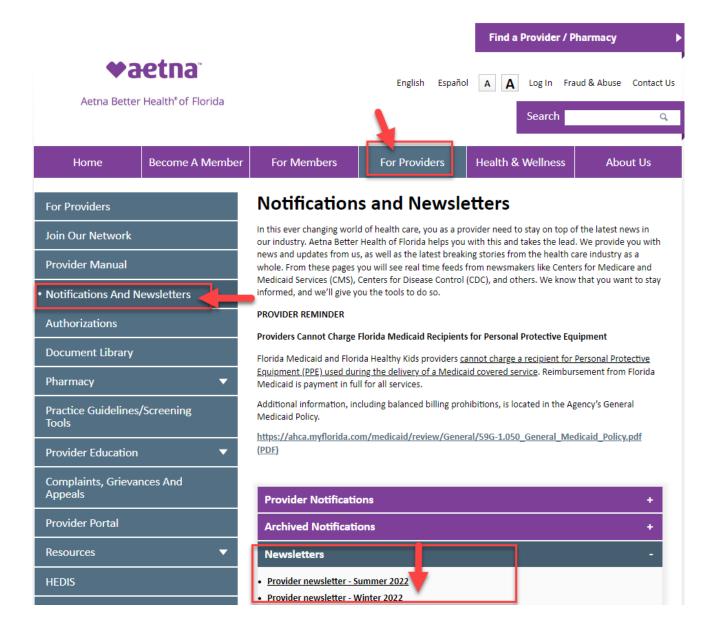


- Link to Provider Manual for Florida Healthy Kids
 https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_fhk_provider_manual.pdf
- Link to Provider Manual for Medicaid Comprehensive Long-Term Care
 https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_medicaid_comprehensive_ltc_provider_manual.pdf

Provider Newsletters

Aetna Better Health of Florida's Provider Newsletters are produced bi-annually and available to all providers on our website at:

https://www.aetnabetterhealth.com/florida/providers/announcements



> Summer 2022 - Provider Newsletter

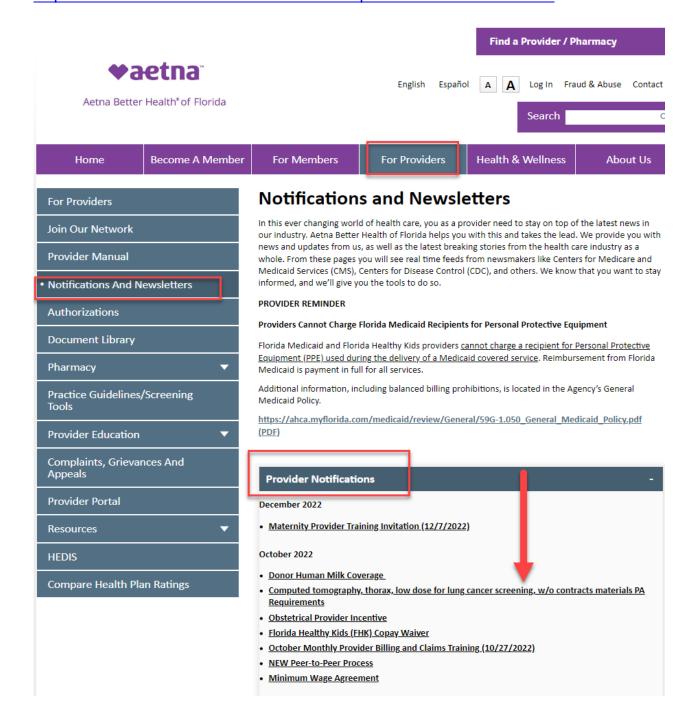
https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_summer_newsletter_2022.pdf

Winter 2022 - Provider Newsletter

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/florida/provider/pdf/abhfl_provider_winter_2022_newsletter.pdf

Provider Communications

Stay current on Aetna Better Health of Florida policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues affecting your practice and patients. All Provider Communications are faxed to providers and can be located at: https://www.aetnabetterhealth.com/florida/providers/announcements



Thank you for your continued participation in the Aetna Better Health of Florida network.

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

Thank you, **Aetna Better Health of Florida**<u>www.aetnabetterhealth.com/florida</u>

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