



Aetna Better Health of Florida

Resource Guide

This reference guide provides a list of the departments at Aetna Better Health of Florida (ABHFL) that may be helpful in assisting with coordination and authorization of services. Aetna Better Health of Florida has also provided names of individuals who may assist with issues that have not been resolved timely and need to be escalated. Aetna Better Health of Florida provides services in regions 6, 7, and 11 for our MMA and Long-Term Care (LTC) populations and all Florida regions for our Florida Healthy Kids (FHK) population. For more information contact Aetna Better Health of Florida at 1-800-441-5501 or visit our website at <http://www.aetnabetterhealth.com/florida>.

Behavioral Health

Support provided: Referrals to treatment, case management, assistance with appointments, linking members to community services, education on conditions, and coordination with treating providers.

Phone number: 1-800-441-5501 (Press *, then use voice prompts)

Hours of operation during non-holidays: M-F from 8 a.m. to 5 p.m. EST

Contact after hours or weekends: 1-800-441-5501 (Press *, then use voice prompts)

Escalation Contacts:

Primary:

Name: Meagan Towner, Lead Director Behavioral Health, Child Welfare, and Complex Children's Populations

Email: Townerm@cvshealth.com

Phone number: 786-792-0830

Secondary:

Name: Billie McCaulley Manager, Clinical Health Services

Email: bjmccaulley@aetna.com

Phone number: 860-900-2596, 407-839-7302

ODU/SUD Contact Person: Meagan Towner, Lead Director Behavioral Health, Child Welfare, and Complex Children's Populations

Email: Townerm@cvshealth.com

Phone number: 786-792-0830



Behavioral Health Member Crisis Line: 1-800-441-5501 (Press 1)

Hours of Operation: 24/7

All notifications for behavioral health and other interagency or MDT staffing meetings should be sent to: abhfl-specialtycm@aetna.com

[Florida Behavioral Health Impact Mental Health Resource Directory](#)

Housing Pilot Referrals (Region 7)

Florida's Housing Assistance Pilot Project assists members ages 21 and older who are homeless or at risk of homelessness and have a serious mental illness and/or a substance use disorder. It connects members to housing supports in the community and assists with locating, maintaining, and sustaining housing. The program is available for members in the following counties: Orange, Osceola, Seminole, and Brevard.

To make a referral please send a secure email with members demographic information to:

abhoffla-cmreferrals@aetna.com

Case Management

Support provided: Assistance with appointments post discharge, linking members to community services, education on conditions, coordination with treating providers.

Phone number: 1-800-441-5501 (Press * then 5, then use voice prompts)

Hours of operation during non-holidays: M-F from 8:00 a.m. to 5:00 p.m.

Contact after hours or weekends: 1-800-441-5501 (Press * then 5, then use voice prompts)

Escalation Contacts:

Primary:

Name: Lindsey Liston, Manager of Florida, Clinical Health Services

Email: ListonL@aetna.com

Phone number: 813-428-4395

Secondary:

Name: Stephanie Beco, Engagement Hub Supervisor

Email: Becos@aetna.com

Phone number: 786-568-6247



Community Resources

List of Plan's Community Resources:

<https://www.aetnabetterhealth.com/florida/wellness/community-resources>

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP please contact **1-800-441-5501**.

[Aetna Better Health of Florida Provider Directory & Administrative Guides](#)

Perinatal Care Support

Support provided: Case Management, free pregnancy programs, education, and tools for mom to support a healthy pregnancy.

Phone number: 1-800-441-5501 (press * then 5, then use voice prompts)

Hours of operation during non-holidays: M-F from 8:00 a.m. to 5:00 p.m. EST

Contact after hours or weekends: 1-800-441-5501 (press * then 5, then use voice prompts)

Escalation Contacts:

Primary:

Name: Lindsey Liston, Manager of Florida, Clinical Health Services

Email: ListonL@aetna.com

Phone number: 813-428-4395

Secondary:

Name: Stephanie Beco, Engagement Hub Supervisor

Email: Becos@aetna.com

Phone number: 786-568-6247

Pharmacy

Support provided: Authorizations related to retail drugs, information on what drugs require a PA, PA approval or denial status

Phone number: 1-800-441-5501 (press * then use voice prompts)

Hours of operation during non-holidays: M-F from 8:00 a.m. to 7:00 p.m. EST

Contact after hours or weekends: 1-800-441-5501 (press * then use voice prompts)



Special instructions for after hours or weekends: All calls made during afterhours will be transferred to the after-hours team.

Escalation contact:

Name: Faren French, PharmD, MBA

Email: FrenchF@aetna.com

Phone number: 954-858-3048

Hours of operation during non-holidays: 24/7

Subcontracted Utilization Management Services

EviCore

Support provided: Authorizations for Advanced Imaging, Pain Management, OBUS

Phone number to eviCore: 1-888- 693-3211 (press 4)

Hours of operation during non-holidays: M- F from 8:00 a.m. to 8:00 p.m. EST

Contact after hours or weekends: eviCore 1-888-693-3211 (press 4)

Special instructions for after hours or weekends: Authorizations are not processed after hours/weekends. Providers can still submit requests via fax or website at any time. Providers also have the option for post service requests per the Plan's guidelines.

Progeny

Support provided: Progeny provides utilization management and case management services for Aetna Better Health of Florida NICU babies.

Phone number to Progeny: 1-888-832-2006 (press 3)

Hours of operation during non-holidays: M- F from 8:30a.m. to 5:00 p.m. EST

Contact after hours or weekends: 1-888-832-2006 press 3 for the Utilization Management Department

Special instructions for after hours or weekends: Authorizations are not processed after hours/weekends. Providers can still submit requests via fax at any time (number below).

Providers also have the option for post-service requests per the Pan's guidelines.

Fax number for facilities to send us notifications: 877-855-2431



Escalation contact:

Name: Lori Lindsey, RN

Email: llindsey@progenyhealth.com

Phone number: 484-535-3403

Transportation

Support provided: Non-emergency transportation services

Phone number: 1-866-799-4463 (selection language, then follow prompts to verify line of business, recipient phone number, and date of birth before speaking with a representative)

Hours of operation during non-holidays: Reservations must be made M-F, 8:00 a.m. to 5:00 p.m. (EST)

To make a reservation, please call the reservation line at **1-866-799-4463** at least 1 business day in advance but no more than 30 days before your appointment.

Contact after hours or weekends & Ride Assist Help Line: 1-866-799-4464

Use Ride Assist if transportation is late arriving, or to schedule a ride from a facility.

Escalation Contacts:

Primary:

Name: Cindy Franklin

Email: Cindy.Franklin@modivcare.com

Phone number: 804-496-9781

Secondary:

Name: Sandra York

Email: Sandra.York@modivcare.com

Phone number: 804-572-5810

Urgent Complaint Contact:

Name: Lisa Evans

Email: Lisa.Evans@modivcare.com

Phone number: 929-529-7076

Utilization Management

Support provided: The following utilization management activities are performed by appropriately licensed professional staff:

- Pre-service, post-service, concurrent review and notification
- Discharge planning and coordination of care post discharge
- Medical necessity and benefit coverage for inpatient and outpatient services provided to members through contracted or non-contracted practitioners and providers

Updated as of January 2023



- Management of requests for non-covered services

Prior Auth/Concurrent Review:

MMA: 1-800-441-5501 (press * then use voice prompts)

Long-Term Care: 1-844-645-7371 (press * then use voice prompts)

Hours of operation during non-holidays: M-F 8:30 a.m. – 5 p.m. EST

Prior Auth/Concurrent Review after hours or weekends/holidays:

MMA: 1-800-441-5501 (press * then use voice prompts)

Long-Term Care: 1-844-645-7371 (press * then use voice prompts)

Escalation Contacts:

Primary:

Name: Natasha Sealey, Manager, Clinical Health Services

Email: SealeyN@CVShealth.com

Phone number: 954-858-3374

Secondary:

Name: Jennifer Coleman, Manager, Clinical Health Services

Email: ColemanJ2@cvshealth.com

Phone number: 863-221-6010

Behavioral Health Utilization Management:

Primary:

Name: Alexandra Llorens, Manager, Clinical Health Services

Email: Llorensa@aetna.com

Phone number: 847-305-9694

Provider Relations

All other non-urgent provider questions, please email: FLProviderRelations@aetna.com

For urgent provider inquiries:

Name: Denise Castro, Network Manager

Email: CastroD@aetna.com

Phone number: 786-423-1710