



Quick Reference Guide

Provider & Member services phone numbers	Provider & Member services fax numbers
Medicaid (MMA): 1-800-441-5501 (TTY: 711) Long Term Care (LTC): 1-844-645-7371 (TTY: 711) Florida Healthy Kids FHK): 1-844-528-5815 (TTY: 711)	Provider services fax: 1-844-235-1340 Member services fax: 1-877-542-6958
Member Services Hours of operation	24-Hour Nurse line
Monday through Friday 7:30AM to 7:00 PM EST	MMA: 1-800-441-5501 (TTY:711) LTC: 1-800-645-7371 (TTY: 711) FHK: 1-844-528-5815 (TTY:711)
Pharmacy helpdesk	Provider services email address
Phone Number: 1-866-693-4445	FLProviderEngagement@aetna.com
Availity	Grievance & Appeal Information
Main Webpage: https://availity.com/ Availity Essentials/EDI Clearing house: 1-800-282-4548 Registration: https://availity.com/Essentials-Portal-Registration Training Resources: 24/7 access to training resources and recorded webinars: https://availity.com/Essentials Technical Issues Support: 1-800-282-4548 Hours of Operation: M-F 8AM-8PM EST (except holidays)	By Mail: Aetna Better Health of Florida PO Box 81040 Cleveland, OH 44181 Fax: 1-860-607-7894 Email: FLAppealsandGrievances@aetna.com Phone: MMA: 1-800-4415501 (TTY: 711), LTC: 1-844-645-7371 (TTY: 711), FHK: 1-844-528-5815 (TTY: 711)
Fraud & abuse hotline	CVS Caremark mail order
Phone Number: 1-888-891-8910	Phone Number: 1-855-271-6603
Claim timely filing – initial & corrected claims	Claims inquiry / claims research (CICR)
180 days from date of service or date of discharge	MMA: 1-800-441-5501 (TTY: 711) FHK: 1-844-528-5818 (TTY: 711)
Maternity Care - Progeny	Maternity Care - NICU
ProgenyHealth Phone Number: 1-855-231-4730 Hours of Operation: M-F 8:30AM to 5:00PM ET Maternity Services email: maternity@progenyhealth.com <i>*Do not include PHI information</i>	ProgenyHealth Phone Number: 1-855-231-4730 Hours of Operation: M-F 8:30AM to 5:00PM ET NICU Services email: PVAsupport@progenyhealth.com <i>*Do not include PHI information</i> Submissions including PHI send to via sFAX to: 1- 866-253-1916
EFT/ERA	Claims Submissions & Payer ID
To enroll in EFT/ERA Registration Services (EERS) visit Aetna Better Health ECHO portal . Support Team Phone: 1-888-834-3511 Email: allpayer@echohealthinc.com	Office Ally: Office Ally Transform Your Medical Practice ID for EDI: 128FL Real Time Payer ID: ABHFL
Prior authorization phone numbers & link	Prior authorization fax numbers
Comprehensive/LTC Telephone: 844-645-7371 Prior Auth MMA/FHK Telephone: 800-441-5501 Prior Authorization page: https://www.aetnabetterhealth.com/florida/providers/materials-forms.html	MMA: 1-800-441-5501 FHK: 1-844-528-5815 Physical Health: 1-860-607-8056 Obstetrics and Notification: 1-860-607-8726 Behavioral Health -MMA: 1-833-365-2474 Behavioral Health -FHK: 1-833-365-2493 Pharmacy Management: 1-866-847-8279
Quick Links	
ABHFL Website	https://www.aetnabetterhealth.com/florida/index.html
Notices & Newsletters	https://www.aetnabetterhealth.com/florida/providers/notices-newsletters.html
Provider Manuals	https://www.aetnabetterhealth.com/florida/providers/materials-forms.html
Behavioral Health	https://www.aetnabetterhealth.com/florida/providers/behavioral-health.html
Pharmacy Prior Authorizations	https://www.aetnabetterhealth.com/florida/providers/pharmacy-prior-authorization.html
Claims Adjustment/Reconsideration form	https://www.aetnabetterhealth.com/florida/providers/materials-forms.html