



 <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>	<b>April 7, 2022</b>
	<b>Purpose:</b>	<b>Advise providers on American Therapy Administrators of Florida new name – Therapy Network of Florida</b>
	<b>Subject:</b>	<b>Therapy Network of Florida</b>
	<b>Products:</b>	<b>MMA, LTC, FHK</b>
	<b>From:</b>	<b>Provider Relations</b>

## Aetna Better Health® of Florida

### Therapy Network of Florida

Dear Providers,

This communication is to inform you that as of February 1, 2022, American Therapy Administrators of Florida has changed their name to **Therapy Network of Florida**, an affiliate of Health Network One. It's the same great network with a new name and a few additional benefits!

With the new name change comes some additional provider enhancements:

- Quarterly Provider Profile Reports to track your progress
- Access to more members in 2022 as we continue to grow our network
- Free PPE supplies to ensure the safety of your staff and patients during the pandemic
- Free telehealth platform from AllHealth CHOICE until May 31, 2022

**Please review the Frequently Asked Questions below.**

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should 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)

**CONFIDENTIALITY NOTICE:** This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **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 so far 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.

[www.AetnaBetterHealth.com/Florida](http://www.AetnaBetterHealth.com/Florida)

FL-22-04-03

Proprietary

## Frequently Asked Questions

**1. Will my contract rates change?**

A. No, existing contracts will remain in full force and effect.

**2. Will I be receiving a new agreement?**

A. No, you will be formally notified of the new name and your existing agreement will remain in full force and effect.

**3. Will my provider representatives and contacts change?**

A. No, the Florida Provider Relations team, including their contact information, will remain the same.

**4. Will the phone number change?**

A. No, the phone number will remain the same: 888-550-8800 (Option 2 for Provider Relations).

**5. Will the Payor ID's Change?**

A. No, the existing Payor ID's will remain the same - Professional Payer ID: 65062 -Institutional Payer ID: 12k89.

**6. Will the claims address change?**

A. No, the existing claims address remains the same.

**7. Do any of the service areas change?**

A. No, the current servicing counties will remain in place. No expansions or service area reductions.

**8. Will the way we request authorizations change?**

A. No, the process will remain the same, only the logo on the form will change.

**9. When will I start to see the new name/logo?**

A. With this announcement we will begin to update our various documents and you will start to see the new name and logo as we phase out the prior ones.



**10. Will the Provider Web Portal change?**

A. The web address will change, but otherwise the Provider Web Portal will remain the same, as will your login credentials. You may access our Provider Web Portal at <https://mytnfl.com/pwp>. If you need Web Portal access, please complete the request at <https://mytnfl.com/pwprequestform>.

### Additional questions?

Contact Therapy Network of Florida Provider Relations Department at 888-550-8800 Option 2.