Aetna Better Health of Florida

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Aetna Better Health of Florida that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Aetna Better Health of Florida has also provided names of their team who may assist with any 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 and also provides services for LTC. For more information contact Aetna Better Health of Florida at 1-800-441-5501 or check their website at www.aetnabetterhealth.com/florida.

Utilization Management

Support provided:
Statewide DME - SurfMed
Phone number: 1-888-201-7873
Hours of operation during non-holidays: 24/7
Contact after hours or weekends: 1-888-201-7873
Special instructions for after hours or weekends: Fax requests to 1-888-398-3149
Escalation contact:
Primary phone number: SurfMed, 1-888-201-7873
Secondary phone number N/A

Support provided:
Home Health (Region 11):
Professional Solutions Home Health Agency
Phone number: 1-305-262-8220
Hours of operation during non-holidays: 24/7
Contact after hours or weekends: 305-989-6339
Special instructions for after hours or weekends: Fax requests to 305-262-8219
Escalation contact:
Primary phone number: Professional Solutions, 305-989-6339
Secondary phone number N/A

Support provided:
Home Health (All other Regions)-Contact Health Plan Concurrent Review
Phone number: 1-800-441-5501
Hours of operation during non-holidays: Monday to Friday from 8-5p
Contact after hours or weekends: 1-800-441-5501
Special instructions for after hours or weekends: Follow prompts for concurrent review and leave voicemail. Voicemail is monitored on holidays and weekends.
Escalation contact:
Primary phone number: Member Services, 1-800-441-5501
Secondary phone number N/A
Support provided:

**IV Infusion Statewide: Briova**

Phone number: 954-389-1126

Hours of operation during non-holidays: 24/7

Contact after hours or weekends: 1-954-389-1126

Special instructions for after hours or weekends: Fax requests to 954-389-1129

Escalation contact:

Primary phone number: Briova, 954-389-1126

Secondary phone number N/A

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**Pharmacy**

Support provided:

Authorization related to retail drugs, information on what drugs require a PA, PA approval or denial status

Phone number:

Member Services: 800-441-5501

Hours of operation during non-holidays: Monday to Friday from 8 am – 7 pm EST

Contact after hours or weekends: 800-441-5501

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

Escalation contact:

Member Services: 800-441-5501

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**Subcontracted Utilization Management Services**

Support provided:

Authorization for Advanced Imaging, Pain Management, OBUS.

Phone number: eviCore 888-693-3211

Hours of operation during non-holidays: Monday to Friday from 8 AM to 8 PM EST

Contact after hours or weekends: eviCore 888-693-3211

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.

Escalation contact: 800-441-5501
Transportation

Support provided:
Non-emergency transportation home upon discharge

Phone number: LogistiCare
Reservation: 866-799-4463
Ride Assist: 866-799-4464

Hours of operation during non-holidays: Monday to Friday from 8:00 AM to 5:00 PM EST
Contact after hours or weekends: LogistiCare
Reservation: 866-799-4463
Ride Assist: 866-799-4464

Special instructions for after hours or weekends:
Transportation assistance for after hour hospital discharges is available 24/7/365.
Transportation with wheelchair available upon request.

Escalation contact:
Primary phone number: Henry Altamirano, 954-857-4879
Secondary phone number: Robert Perez, 305-458-8682

Case Management

Support provided:
Integrated Case Management

Phone number: 1-800-441-5501

Hours of operation during non-holidays: Monday to Friday from 8-5pm
Contact after hours or weekends: 1-800-441-5501

Special instructions for after hours or weekends: N/A

Escalation contact:
Primary phone number: Member Services, 1-800-441-5501
Secondary NA phone number NA

Other

Support provided:
Concurrent Review

Phone number: 1-800-441-5501

Hours of operation during non-holidays: Monday to Friday from 8-5p
Contact after hours or weekends: 1-800-441-5501

Special instructions for after hours or weekends: Follow prompts for concurrent review and leave voicemail. Voicemail is monitored on holidays and weekends.

Escalation contact:
Primary phone number: Member Services, 1-800-441-5501
Secondary phone number NA

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