


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	November 13th, 2020
	Purpose:	Provider Bulletin: Notify providers of 835's and Remittance Advice Discrepancy
	Subject:	835 and Remittance Advise Discrepancy Notice
	Products:	MMA, FHK, LTC
	From:	<u>Provider Relations</u>

Dear Provider,

Aetna Better Health of Florida (ABHFL) would like to inform you that on Monday October 26th, 2020 Change Healthcare made updates to their system in order to improve and streamline the payment and remittances process. This update impacted multiple 835's and Remittance Advices from October 26, 2020 through November 6, 2020.

Please be advised, for those impacted, the payments/EFTs do not match the information within the 835/Remittance Advice, however, we assure you that payments were not affected.

The issue has been resolved as of Friday November 6, 2020. If you have been affected, you will be receiving a corrected 835/Remittance Advice in order to reflect the correct information for your records.

Thank you for your patience as we get through these corrections and we appreciate the excellent care you provide to our members. If you have any questions please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you

Provider Relations Department
Aetna Better Health of 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 or 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.

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