


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 13, 2020
	Purpose:	Provider Bulletin: Provider Survey
	Subject:	Coronavirus (COVID-19) Home Health (HHA) Agency Provider Survey
	Products:	Home Health Agencies
	From:	<u>Provider Relations</u>

Dear Providers,

As the coronavirus (COVID-19) outbreak continues to spread across our state, Aetna Better Health of Florida (ABHFL) wants to hear about how you are preparing. In an effort to better understand your preparedness, and how Aetna Better Health of Florida can support you in the event of a workforce shortage or increase in patient load, we ask that you take the brief survey linked below.

- **COVID-19 Provider Survey:** <https://www.surveymonkey.com/r/TGQVVCZ>

Your responses will help us better collaborate with you to ensure the safety of our providers and members.

Thank you for your partnership and service to Aetna Better Health of Florida 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

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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 of 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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