


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnabetterHealth.com/Florida	Date:	January 20, 2020
	Purpose:	Provider Bulletin: Medicaid Inpatient/Observation Notifications
	Subject:	Medicaid Inpatient/Observation Notifications and Authorizations
	Products:	Florida Medicaid and Florida Healthy Kids
	From:	<u>Provider Relations</u>

Dear Provider:

We have been notified that you recently received a fax from Aetna's Commercial division regarding a change to a centralized fax for notification of admissions. **Please note that this was for Commercial insurance only. The process for Medicaid and Florida Healthy Kids notifications has not changed.** See below for a review of how to notify and request authorization for Medicaid and Florida Healthy Kids.

- **All hospital admissions and observation stays require authorization**
- **When the member is admitted, please call within 24 hours of the admission, whether scheduled or emergency**
- The telephone number for *Medicaid* authorization is: **1-800-441-5501**
- **Clinical information must be faxed to 1-844-878-3583**

We appreciate the excellent care you provide to our enrollees. 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: 1-800-551-4401.

Provider Relations Department

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 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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