


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	September 19th, 2020
	Purpose:	Provider Bulletin: Educate providers on the Negative Balance -collection remittance process effective October 7, 2020.
	Subject:	Negative Balance – Collection Remittance NEW Process
	Products:	All Lines of Business - MMA, LTC, FHK
	From:	<u>Provider Relations</u>

Dear Provider,

Aetna Better Health of Florida (ABHFL) will implement a NEW Negative Balance – Collection Remittance process effective October 7, 2020.

Please review the attached document that contains all the details.

We appreciate the excellent care you provide to our members. If you have any questions, please feel free to contact us.

Phone Number:

- Medicaid **1-800-441-5501**
- Comprehensive Long Term Care **1-844-645-7371**
- Florida Healthy Kids **1-844-528-5815**

Email Address:

- FLMedicaidProviderRelations@Aetna.com

Fax Number:

- 1-844-235-1340

Thank you

Provider Relations Department
Aetna Better Health of Florida

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www.AetnaBetterHealth.com/florida

FL-20-09-04

Proprietary

Aetna Better Health of Florida

NEGATIVE BALANCE - Collection Remittance

In our constant effort to create operational improvements for our providers, Aetna Better Health of Florida (ABHFL) has enhanced the negative balance/collection remittance notification process. We are excited to announce that effective **October 7, 2020** our collection remittance process will change and access to negative balance and collections information will be available at your fingertips. To ensure a seamless transition, we have created a step-by-step guide for your reference.

Current Process:

Currently, if a claim has been adjusted resulting in a negative balance (for longer than 30 days), we send a collection letter once per month via regular surface mail. This letter includes the claims detail(s) that created the negative balance, along with any offsetting claims, with the monthly collection advice. The collection advice summary indicates the amount of refund we are requesting.

What is changing?

ABFHL will no longer mail the claim details (s) that created the negative balance. All claims details will be made available through the provider web portal. You will only receive a letter advising that there is a negative balance for your provider record.

NEW Process:

Beginning **October 7, 2020**, negative balance letters and claim details will be available for providers to review 24/7 via our ABHFL secure provider web portal. The claims detail will continue to be mailed until **April 7, 2021**; however, providers must access the claims details through the provider web portal after this date. Self-serve access to this information ensures providers are able to view this information at their convenience and reduces the need to reconcile multiple reports.

ABHFL Provider Portal

Our enhanced, secure, and user-friendly provider web portal is available 24 hours a day. It supports the functions and access to information that you need to take care of your patients.

✓ **If you are already registered, you can just log in**

<https://www.aetnabetterhealth.com/florida/login>

- **NEW provider? Or Not yet registered?** To get started, you can call Provider Relations to sign up over the phone or you can [download the form](#) and return via fax at 1-844-235-1340 or return via e-mail .
 - **Medicaid Provider Relations:** 1-800-441-5501
 - **Comprehensive Long Term Care Provider Relations:** 1-844-645-7371
 - **Florida Healthy Kids Provider Relations:** 1-844-528-5815

Step by Step Guide

NEGATIVE BALANCE - Collection Remittance

1. How to access ABHFL web portal

- Once you have a log on and password you will be able to access the ABHFL web portal.
- Access the ABHFL Web Portal : <https://www.aetnabetterhealth.com/florida/login>
Path: ABHFL website (www.aetnabetterhealth.com/florida), Provider Tab and Provider Portal tab.
- Enter your provider secure user name and password information

User Name (Medicaid)

[I have forgotten my user name](#)

Password

[I have forgotten my password](#)

Sign In

Why register for this secure web portal?

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please Sign In.

Please register if you are a current provider or member and wish to access your account.

Register now as PROVIDER **Register now as MEMBER**

2. Provider Deliverable Manager (PDM) - Provider Report Management Tool

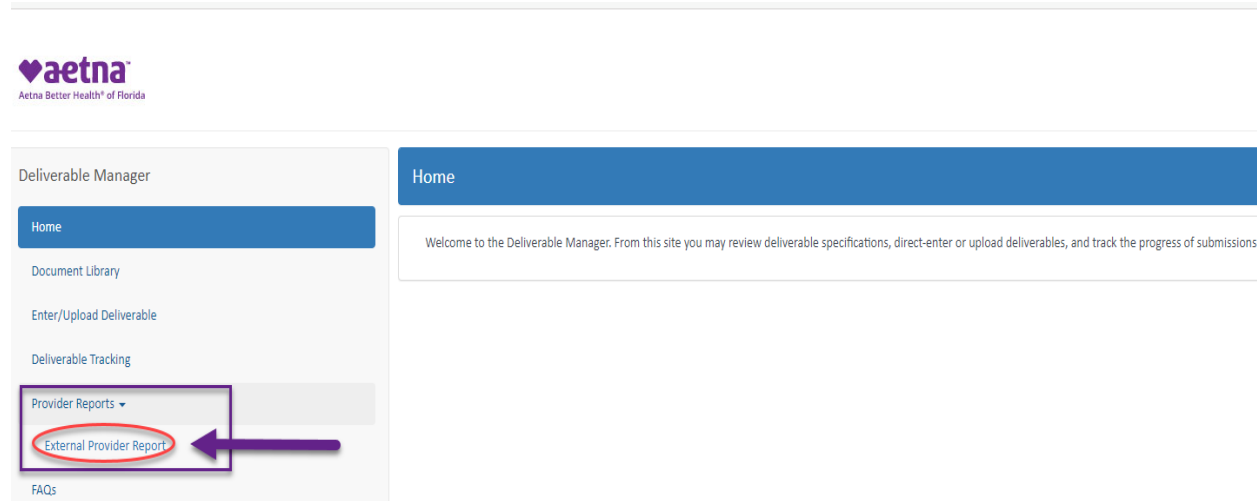
- Once you have successfully logged on to the ABHFL provider portal, at the bottom of the home screen you will find a list of all the ABHFL Health Tools.
- Select “Provider Deliverable Manager with Provider Report Management Tool” as shown in the picture below.

My Account	Tasks	Health Tools	Important Links	Contact Us
User Details	Authorization Search	PA Requirement Search Tool	Authorization Submission User	Questions? We're here to help.
Provider Details	Claims Search	Submit Authorizations	Guide	Just call Provider Services at
Change Password	Search Remittances	Case Management	FAQ	1-800-441-5501 for Medicaid,
Change Secret Question	Search Members	Provider Deliverable Manager (with Provider Report Management Tool)	Disclaimer	1-844-528-5815 for Florida
Inbox	Panel Roster	Register for EFT	Sitemap	Health Kids, 1-844-645-7371
Attachments	Search Providers	Register for ERA	Referrals and Authorizations	for Comprehensive Long Term
E-Referral		Business Intelligence Reports		Care or hearing impaired
				(TTY/TDD): 711
				or email them at
				FLMedicaidProviderRelations@Aetna.com
				for Provider Relations
				Department.
				You can contact us .

3. Deliverable Manager & Reports

Under Deliverable Managers you will have several options to choose from. In order to review the negative balance report, you will need to find the Provider Reports first.

- Provider Reports is the 5th option from top to bottom under the Deliverable Manager
- Click on the arrow next to the “The Provider Reports” which will expand to the “External Provider Report” option.
- Select the External Provider Report



4. External Provider Report

The External Provider Report page will open. It will list your provider name and ID number at the top left of the page.

- Select the report by provider and time period by using the filters (the results will appear at the bottom of the page)
- Click the report name, the file will open (contains the negative balance letters)
Example: 2020 - 09 (Monthly) Negative Balance Report
- By selecting the report you will be able to see the letter(s) and claim(s) data that is mailed out today

Questions? We are here to help! Just call Provider Services at:

- ✓ **Medicaid:** 1-800-441-5501
- ✓ **Florida Healthy Kids:** 1-844-528-5815
- ✓ **Comprehensive Long Term Care:** 1-844-645-7371
- ✓ **Hearing impaired:** (TTY/TDD): 711
- ✓ **Email:** FLMedicaidProviderRelations@Aetna.com