


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	July 10, 2020
	<b>Purpose:</b>	Provider Bulletin: Inform Providers on ABHFL Home Health & DME Prior Authorization Process for ongoing services after 06/18/2020
	<b>Subject:</b>	COVID-19 Prior Authorization Reinstatement Process for Home Health & DME Services
	<b>Products:</b>	All Lines of Business (MMA, LTC, FHK)
	<b>From:</b>	<u>Provider Relations</u>

Dear Provider,

This communication is to notify all providers that Aetna Better Health of Florida (ABHFL) has reinstated prior authorization requirements effective June 19, 2020 ([COVID-19 Prior Authorization Reinstatement Effective 06.19.2020](#)).

Please be advised that for **Home Health** and **Durable Medical Equipment (DME)** services rendered during the state of emergency **prior to June 19, 2020**, where no authorization was required, providers should bill following the standard claims submission process and the claim will pay. If services are to continue **after June 18, 2020** and prior authorization was reinstated, the providers should request an authorization for the continued services.

The Utilization Management (UM) staff is available to discuss specific cases or UM questions by phone by calling 1-800-441-5501 (Medicaid), 1-844-645-7371 (Comprehensive Long-Term Care), or 1-844-528-5815 (Florida Healthy Kids); TTY 711 from 8:00 a.m. to 7:00 p.m. Eastern. UM Staff is available on holidays and weekends by voice mail and fax.

## Additional Resources

Additional information regarding COVID-19 updates, changes and new processes can be located on our Aetna Better Health of Florida website under the resources page, "COVID-19 Information" and our Provider Notification page.

- **Provider Resources – COVID-19**  
<https://www.aetnabetterhealth.com/florida/providers/resources/covid-19>
- **Provider Notifications**  
<https://www.aetnabetterhealth.com/florida/providers/announcements>  
[COVID-19 Prior Authorization Reinstatement Effective 06.19.2020](#)  
[COVID-19 Prior Authorization Requirements](#)

[www.AetnaBetterHealth.com/florida](http://www.AetnaBetterHealth.com/florida)

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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](mailto: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

## Aetna Better Health of Florida Provider Relations Department

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