



PROVIDER BULLETIN

Date:	July 11, 2019
Purpose:	Provider Bulletin: Pharmacy Network Update
Subject:	Pharmacy Network Changes for Region 11 Only
Products:	MMA – Region 11
From:	<u>Provider Relations – Medicaid</u>

Dear Provider,

Effective **09/02/2019**, Aetna Better Health of Florida members that are currently under Region 11 will be transitioned to a network with CVS Caremark that continues to meet member access requirements but may offer fewer pharmacy providers.

As of **09/02/2019**, Walgreens and Publix will no longer be in our pharmacy network. The new pharmacy network will include CVS Pharmacy, Walmart, Winn-Dixie, and some independent pharmacies. Members will be able to utilize their current pharmacy until **11/04/2019**, 60 days after it has been removed from the network.

Our pharmacy network directory may be accessed at any time on our website at aetnabetterhealth.com/florida, then click on "Find a Provider/Pharmacy". Members may also contact the Member Services department for assistance locating a pharmacy near them.

What this means to you:

- If you electronically transmit or call in prescriptions for Aetna Better Health of Florida members, please be sure the pharmacy is not a Walgreens or Publix pharmacy after **09/02/2019**.

Should you have questions or require additional information, please contact Provider Relations at 800- 441-5501, email FLMedicaidProviderRelations@aetna.com, or fax 844-235-1340.

We thank you for your continued service and dedication to our members. If you have any questions or urgent concerns, please contact your Network Relations Consultant or a Provider Relations representative for assistance in resolving any issues.

We appreciate your continued service to our members. Please feel free to contact us via e-mail FLMedicaidProviderRelations@aetna.com, fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528 5815.

Sincerely,

Provider Relations

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