


# PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>August 26<sup>th</sup>, 2021</b>
	<b>Purpose:</b>	<b>Provider Bulletin: Inform providers of the SNF waiver updates effective 08/01/2021</b>
	<b>Subject:</b>	<b>COVID-19 Liberalization Policy Update</b>
	<b>Products:</b>	<b>MMA, LTC, FHK Hospitals, SNF, DME, AND HHA Agencies</b>
	<b>From:</b>	<b>Provider Relations</b>

## Aetna Better Health® of Florida

### Policy Update – Revised 08/26/2021

Effective August 1, 2021, The SNF Waiver was instituted for Aetna Better Health of Florida in response to the rising COVID-19 cases in Florida. Included below is the SNF Waiver summary:

- Initial Precertification/Prior Authorization for admission from acute care hospitals to Skilled Nursing Facilities (SNF) are **waived** for ABH Florida Medicaid and Healthy Kids plans.
- The SNFs will be required to **notify** Aetna of admissions within 48 hours. Providers may submit their request electronically through our provider portal on Availity or using the existing Precertification Request transaction. Providers can also submit their request by calling Aetna directly (refer to the back of the member's ID cards for the correct telephone number).
- The Post-Acute care facility would also be required to send medical records for concurrent review within **three days** of the initial admission. Medical records can be uploaded directly through Aetna's provider portal on Availity or sent to Aetna by fax to 1-860-607-8056. Please include the patient's name and Member ID# on the cover sheet.
- **Aetna requires:**
  - Hospital history and last two to three days of progress notes.
  - Any information that demonstrates a need for Post-Acute care.
  - Anticipated Discharge Plan with estimated length of stay.
- This change **does not apply** to transfer between facilities or level of care changes within a SNF.
- Any DME or HHA requested from an acute care facility as part of physician discharge orders will be approved without clinical review.
- Aetna plans to continue regular process for all other Home Health precertification requests not related to an acute facility discharge request.
- **Long-Term Care Hospital Admissions (LTACH) and Inpatient Acute Rehabilitation** admissions still **require a prior authorization** for admission unless prohibited by state regulation. If a prior authorization is not completed, the admission will be reviewed retrospectively at claims submission.

**We will provide 14 calendar days' notice to all providers regarding any change to the tentative end date of these flexibilities.**

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

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Proprietary

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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  
**Pharmacy Department**

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