


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	December 20th, 2021
	Purpose:	Provider Bulletin: Inform providers of NEW standard PA request form
	Subject:	NEW Physical Health Standard Prior Authorization (PA) Request Form
	Products:	MMA, LTC, FHK
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

Physical Health Standard Prior Authorization (PA) Authorization Request Form

As we continue to improve processes, Aetna Better Health of Florida (ABHFL) is excited to announce that effective **February 28th, 2022**, a NEW Physical Health Standard Prior Authorization (PA) Request Form will be available for all providers to start utilizing.

The NEW Physical Health Standard Prior Authorization Request Form is located on our Aetna Better Health of Florida Website under For Providers, Authorizations tab:

<https://www.aetnabetterhealth.com/florida/providers/provider-auth>

You can visit our **ProPat Search Tool** to research whether a service requires prior authorization:

<http://www.aetnamedicaidportal.com/propat/Default.aspx>

Note:

An authorization is not a guarantee of payment. Member must be eligible at the time services are rendered. Services rendered must be a covered health plan benefit and medically necessary with prior authorization as per plan policy and procedures.

All Inpatient and Observation Hospital admissions for MMA/FHK/Comprehensive members must be called in to the MMA/FHK Prior Authorization Department: **Phone number 1-800-441-5501.**

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. 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

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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 or 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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Proprietary