


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	July 12, 2022
	Purpose:	Educate providers on our Post-acute Facility Request Process
	Subject:	Post-acute facility placement Request Process Reminder
	Products:	MMA, LTC, FHK
	From:	Provider Relations

Aetna Better Health® of Florida Post-Acute Facility Placement Process - REMINDER

Dear Providers,

In order to avoid claims issues and facilitate timely hospital discharge, Aetna Better Health of Florida (ABHFL) would like to remind you of our Post-acute Facility authorization process.

All “post-acute” facility transfer requests, including short term Skilled Nursing Facility, Custodial Nursing Facility, Long-Term Acute Care Hospitals (LTACH), Acute Inpatient Rehab need to:

1. Be called in to **1-800-441-5501**, or
2. Put in through Availity prior to admission to facility.

Requests for Post-acute Facilities are NOT to be faxed. Effective immediately, any requests received via fax will not be reviewed, which may result in delays in discharge.

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

Phone: MMA: 1-800-441-5501

LTC: 1-844-645-7371

FHK: 1-844-528-5815

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **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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