


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	November 13, 2023
	Purpose:	EVV Updates: Educate providers on important upcoming changes to EVV requirements capturing missed visit data
	Subject:	Upcoming Netsmart Trainings – Capturing Missed Visit Data
	Products:	All Providers (MMA, LTC)
	From:	Provider Relations

Aetna Better Health® of Florida

Upcoming Netsmart Trainings – Capturing Missed Visit Data

Dear Providers,

Please note that an upcoming change is coming soon to your EVV workflow. **Effective November 13, 2023, all Providers who miss performing a visit will be required to report the missed visit reason inside of their EVV solution.**

If you missed our Aetna and Netsmart webinar last month, we are happy to announce that Netsmart will be offering additional trainings which will capture Missed Visits Functionality on the Mobile Application and the Provider Portal. The training is intended for Caregivers and Provider Administrators.

To register for a webinar please visit:

- <https://attendee.gotowebinar.com/rt/7415357541436311127>

Date/time availability, please select the date and time that works best for you.

- Wednesday, November 15, 2023 - 2:00PM-2:30PM EST
- Friday, November 17, 2023 - 11:00AM-11:30AM EST
- Monday, November 20, 2023 – 11:00AM-11:30AM EST
- Wednesday, November 22, 2023 – 2:00PM-2:30PM EST
- Monday, November 27, 2023 – 11:00AM-11:30AM EST
- Wednesday, November 29, 2023 – 2:00PM - 2:30PM EST

If you are using a third-party vendor, please reach out to your vendor to ensure they are aware of the changes. All vendors will need to ensure readiness for this change on their end. Please communicate accordingly to your alternate EVV vendor to ensure compliance with this new requirement.

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FL-23-1-3

Proprietary

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL Provider Services line if you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) TTY ([711](tel:711))

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY ([711](tel:711))

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY ([711](tel:711))

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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