


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	May 10th, 2021
	Purpose:	Provider Bulletin: Educate Providers on the Home Health Electronic Visit Verification (EVV) in Managed Care Mandatory Requirements
	Subject:	Electronic Visit Verification (EVV) Requirements – Effective 06.21.2021
	Products:	MMA, LTC
	From:	<u>Provider Relations</u>

Dear Provider(s),

Aetna Better Health of Florida (ABHFL) would like to inform all Home Health and Personal Care Services Providers of the new requirements by the federal 21st Century Cures Act and the State Medicaid Managed Care (SMMC) [Policy Transmittal: 2021-14](#).

Effective for dates of service beginning June 21, 2021, Medicaid Home Health and Personal Care Services claims must be submitted through Tellus, our Electronic Visit Verification (EVV) vendor. Please be advised that Aetna Better Health of Florida will deny any claims that are submitted outside of Tellus Electronic Visit Verification (EVV) system.

Claims for personal care services and home health services may be processed outside of the managed care plan's EVV vendor system on a case-by-case basis where there is a documented plan vendor system issue that prevents the provider from billing through the plan's EVV vendor system.

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

Provider Relations Department
Aetna Better Health of Florida

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