


Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323



PROVIDER BULLETIN

 Aetna Better Health® of Florida 1340 Concord Terrace Sunrise FL, 33323 www.aetnabetterhealth.com/florida	Date:	February 11, 2018
	Purpose:	Provider Bulletin: Therapy Vendor Update
	Subject:	Therapy (Physical, Occupational, Speech) Vendor change
	Products:	FHK - MMA - LTC
	From:	<u>Provider Relations - Medicaid</u>

Dear Provider,

This communication is to inform you of a change in vendor for physical, occupational and speech therapy in region 11.

Please review the attached notice that contains all the details.

We appreciate your continued service to our members. Please feel free to contact us via e-mail FLMedicaidProviderRelations@aetna.com, fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Sincerely,

Provider Relations

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 of 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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February 11, 2019

Notice of Changing Therapy (Physical, Occupational, Speech) Vendor

Dear Aetna Provider:

The purpose of this letter is to inform you of a change in vendor for physical, occupational and speech therapy in region 11. Effective April 1, 2019, Aetna Better Health of Florida has contracted with Health Network One (American Therapy Administrators, or ATA) to arrange and manage therapy services for eligible Aetna Medicaid beneficiaries. Health Network One is currently serving Aetna Medicaid members in Regions 6 and 7.

South Florida Musculoskeletal Care (SFMSC) will no longer be managing these services for Aetna Better Health of Florida as of March 31, 2019. Members who are currently in therapy will be provided a Continuity of Care (COC) period of 60 days (from April 1, 2019 to June 1, 2019). During this COC period, Aetna will honor all ongoing, pre-authorized services for 60 days, and pay providers at the rates they previously received for up to 30 days.

Health Network One is a HIPAA Business Associate of Aetna Better Health of Florida and is authorized to receive beneficiary private health information. Aetna requests that you assist in the implementation of this change and release requested information to Health Network One.

Your cooperation and timely assistance will help to ensure a smooth transition of therapy services and help to ensure that your patients continue to receive their care uninterrupted and on time.

If there are any questions or concerns, please contact Aetna Medicaid Member Services at 1-800-441-5501.

Sincerely,
Aetna Better Health of Florida

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