


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 25, 2020
	Purpose:	Provider Bulletin: Prior Authorizations
	Subject:	COVID-19 Prior Authorization Requirements
	Products:	All Lines of Business
	From:	<u>Provider Relations</u>

Dear Providers,

We would like to inform you that Aetna Better Health of Florida (ABHFL) will reimburse for services provided within the state of emergency grace period (which began on March 9, 2020) and will be waiving prior authorization requirements for:

- Medically necessary hospital services
- Physician services
- Advance practice registered nursing services
- Physician assistance services
- Home health services
- Durable medical equipment and supplies
- Skilled Nursing Facilities (SNF)

In addition, we are waiving prior authorization requirements for all services (except pharmacy services) necessary to appropriately evaluate and treat managed care plan enrollees diagnosed with COVID-19. Please refer to official diagnosis coding guidelines that have been published by the Centers for Disease Control (CDC).

- <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf>

Do Providers need to continue submitting Medicaid fee for service claims to the ABHFL?

Yes, Providers should continue to follow the process in submitting Medicaid fee for service claims to ABHFL as you do now. The prior authorization (PA) edit will be bypassed for the provider types listed above and for all services (except pharmacy) for recipients diagnosed with COVID-19.

Providers including **out-of-state and not licensed in Florida** that render services to recipients diagnosed with COVID-19 during the state of emergency must complete the Agency for Health Care Administration "Provisional (temporary) enrollment process". For more information please visit the Agency for Health Care Administration page under the Provider Services Menu to find the form

- http://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/Provider_Enrollment_NewMedicaidProviders/tabid/158/Default.aspx.

www.AetnaBetterHealth.com/Florida

FL-20-03-06

Proprietary

Information for HOME HEALTH PROVIDERS ONLY

Providers billing for home health services should continue to use the EVV system. If the claim cannot be processed through the EVV system because there is not a PA, please submit the claim through the exceptional claims process.

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

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