

PROVIDER BULLETIN



AETNA BETTER HEALTH® OF FLORIDA

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www.AetnaBetterHealth.com/Florida

Date:	September 29, 2020
Purpose:	Provider Bulletin: Billing Education
Subject:	Patient Responsibility Billing Guidelines
Products:	Long Term Care (LTC)
From:	<u>Provider Relations</u>

Dear Provider,

Aetna Better Health of Florida (ABHFL) would like to remind you of our guidelines when billing Patient Responsibility.

What is Patient Responsibility?

Patient Responsibility is the portion of the enrollee's income the Department of Children and Families (DCF) determines the recipient must pay to the nursing facility and hospice providers, for nursing facility services.

How to bill Patient Responsibility:

- If the member has a Patient Responsibility, value code 31 should be entered in box 39 along with the amount
- **The amount entered should be the gross amount for the entire month even when billing a partial month**
- Aetna Better Health of Florida will prorate calculation for partial days

For more information please refer to:

[AHCA Nursing Facility Overview of Patient Responsibility](#)

[ABHFL Hospice Guidelines Medicaid and LTC Services](#)

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: 1-800-441-5501.

Thank you

Aetna Better Health of Florida
Provider Relations Department

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