


# PROVIDER BULLETIN

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| <br><b>AETNA BETTER HEALTH® OF FLORIDA</b><br>261 N. University Drive<br>Plantation, FL 33324<br><a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a> | <b>Date:</b>     | <b>March 31, 2019</b>  |
|  | <b>Purpose:</b>  | <b>Provider Bulletin: Educate Providers on ABHFL new Authorization Process for Observation Level of Care</b> |
|  | <b>Subject:</b>  | <b>New Authorization Requirement for Observation Level of Care</b>   |
|  | <b>Products:</b> | <b>Medicaid / Florida Healthy Kids</b>   |
|  | <b>From:</b>     | <b><u>Provider Relations</u></b>   |

Dear Providers,

Aetna Better Health of Florida (ABHFL) will be implementing changes to the current authorization requirements for **Observation Level of Care**.

Effective **April 1<sup>st</sup>, 2020**, all Observation Level of Care authorizations will be waived. Providers will not be required to request an authorization for this service going forward.

As per the Medicaid Handbook, ABHFL will pay a maximum of 48 hours of Observation. If a member has to be admitted for Inpatient Level of Care, ABHFL process will not change and will continue to require an authorization.

As a reminder, when requesting an authorization and billing claims for a member that rolls over from Observation Level of Care to Inpatient Level of Care, please remember to use the admission date in order to avoid delays with authorization and payment requests.

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](mailto: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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