


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	June 22, 2023
	Purpose:	Update Providers on Telemedicine Services including Audio-only
	Subject:	Update to Telemedicine Services
	Products:	MMA, FHK
	From:	Provider Relations

Aetna Better Health® of Florida UPDATE - Telemedicine Services

Dear Providers,

1. Aetna Better Health of Florida members can continue to receive audio-only telephone services.

- As of May 11, 2023, Florida Medicaid stopped covering audio-only telemedicine calls due to end of the COVID-19 Public Health Emergency Declaration.
- The Florida Legislature recently updated House Bill No. 267 to no longer exclude audio-only telephone calls. This change is set to take place effective July 1, 2023.
- **In order to ensure that there is no interruption to our members prior to the House Bill No. 267 update, Aetna Better Health of Florida will continue to cover audio-only telephone calls to prevent any gap in coverage.** Providers can continue billing for audio-only telephone calls and claims will be processed for payment accordingly.

Audio-only Telephone E/M Service CPT Codes:

99441	5-10 minute medical discussion
99442	11-20 minute medical discussion
99443	21-30 minute medical discussion

2. Aetna Better Health of Florida will allow all services listed on the Florida Medicaid Community Behavioral Health Fee Schedule to be delivered via telemedicine.

- Providers must include **modifier GT** for telemedicine services delivered using interactive audio and video equipment permitting two-way, real time, interactive communication

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- If provider is unable to provide telemedicine service using two-way, real time, interactive communication, provider may render service via telephone or other real-time interactive audio-only telecommunications systems - **modifier 93** must be appended to the service

For more information on the Agency's telemedicine coverage, please refer to the Agency's [Telemedicine rule \(59G-1.057\)](#).

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) (TTY: [711](tel:711))

LTC: [1-844-645-7371](tel:1-844-645-7371) (TTY: [711](tel:711))

FHK: [1-844-528-5815](tel:1-844-528-5815) (TTY: [711](tel:711))

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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