


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	June 30, 2023
	Purpose:	Provider Bulletin: Inform providers on Coordination of Care and Chronic Care Management
	Subject:	Coordination of Care and Chronic Care Management
	Products:	Hospital Facilities
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

Coordination of Care and Chronic Care Management

To our Hospital Provider Partners:

Aetna Better Health of Florida (ABHFL) would like to remind all providers including our children's hospitals that we offer and reimburse for Care Coordination and Care Management Services to members who are medically complex or have significant medical condition necessitating ongoing follow-up, treatment, and care coordination.

Care management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs. Each care manager works in conjunction with the member's primary or specialist physician as appropriate and coordinates their work activities with the Medical Director deemed appropriate.

Referrals to case management may be received from a variety of sources, such as:

- Primary Care Physician
- Specialist Physician
- Utilization Management team members
- Medical Director
- Member/family
- Internal departments

We welcome referrals from treating physicians to our case management program. You can submit a referral through the toll-free phone number on the member ID card or contact our Care Management team directly at 1-800-441-5501. Once we determine that a member is eligible for case management and the member or caregiver agrees to it, we make an individualized plan. We work with the member, the member's family, physician(s), and other health care professional(s) in formulating the plan of care.

Collaboration with our providers is critical to the success of any member plan of care. We encourage providers to document their care coordination services in their electronic health records and use the CPT codes below to submit for reimbursement as medically necessary.

Chronic Care Management CPT Codes

CPT	DESCRIPTION
99490	Minimum 20 cumulative minutes over a 30-day period of non-face-to-face time monitoring the care plan.
99439	Subsequent 20 minutes of care provided by clinical staff.

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our Provider Services line if you have any questions at:

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

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

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

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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