


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	May 11, 2022
	Purpose:	Educate providers on Aetna's Medicaid's Improved paper remit design
	Subject:	Paper Remit Improved Design
	Products:	MMA, LTC, FHK
	From:	Provider Relations

Aetna Better Health® of Florida Paper Remit Improved Design

Dear Providers,

Aetna Better Health of Florida (ABHFL) is pleased to announce that several improvements were incorporated to our Medicaid's Paper Remits. It has been redesigned to provide the ability to standardize the experience for all providers by offering precise and easy-to-understand information on the paper remittance.

Effective May 12, 2022, you will be able to see the following changes:

- Provider Remit layout
- Data/file extraction
- Out of balance explanation and EOB issues
- Patient Responsibility components and reasons

Thank you for your continued participation in the Aetna Better Health of Florida network. As always, please don't hesitate to contact our Provider Services line if you have any questions at:

Phone: MMA: 1-800-441-5501

LTC: 1-844-645-7371

FHK: 1-844-528-5815

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

www.AetnaBetterHealth.com/Florida

FL-22-01-05

Proprietary