


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>December 17, 2019</b>
	<b>Purpose:</b>	<b>Provider Bulletin: Continuity of Care Florida Healthy Kids</b>
	<b>Subject:</b>	<b>Continuity of Care</b>
	<b>Products:</b>	<b>Florida Healthy Kids</b>
	<b>From:</b>	<b><u>Provider Relations</u></b>

Beginning on **January 1, 2020**, Aetna Better Health of Florida will be responsible for coordination of care for existing and new Florida Healthy Kids enrollees transitioning into the Plan. Providers should continue to provide care during the transition period. There should be no disruption of services.

**In the event a new enrollee is receiving a prior authorized, ongoing course of treatment for a covered service with any provider, Aetna Better Health of Florida shall be responsible for the costs of continuation of such course of treatment without regard to whether such services are being provided by participating or non-participating providers. Documented authorizations of ongoing covered services will be honored for a period of **sixty (60) days** after the effective date of enrollment.**

Aetna Better Health of Florida will also cover some services beyond the sixty (60) days. Enrollees can keep getting these services from their providers, even if he or she is not in our network under the following reasons:

- Maternity care: including prenatal and postpartum care through completion of postpartum care (6 weeks after birth);
- Transplant services: through the first post-transplant year;
- Radiation and chemotherapy: through the current round of treatment;
- Controlled substance prescriptions: if a new, printed paper prescription is required by Florida law, Aetna will help schedule an appointment with the original prescribing provider, or a new provider if needed, so the child can get a new prescription without a medication gap.

We appreciate the excellent care you provide to our enrollees. 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.

## ***Provider Relations Department***

FL-19-12-17

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