



**PROVIDER BULLETIN**

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| <b>Date:</b>     | <b>August 1st, 2019</b>                        |
| <b>Subject:</b>  | Remit Advice and Provider Web Portal Education |
| <b>Products:</b> | MMA, FHK, LTSS                                 |
| <b>From:</b>     | <b><u>Provider Relations - Medicaid</u></b>    |

Dear Providers,

This communication is to inform you that **effective August 12, 2019, Aetna Better Health of Florida (ABHFL) duplicate remits (RA/EOB) will be provided through the provider web portal.**

The attached notice contains detailed information to assist you in the portal registration process. It also provides guidance on obtaining RA/EOB's.

Thank you for your partnership in caring for our members. Please feel free to contact us via e-mail [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com) or fax 1-844-235-1340. You may also speak to a Provider Relations Representative by calling: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Sincerely,

Provider Relations

**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

## Important Information about Remittance Advice

Aetna Better Health of Florida has recently made some updates to our Provider Portal. These updates will now allow our providers to retrieve/access Remittance Advices (RA). Currently, Aetna provides an initial Advice outlining the disposition of your claims. This initial Remittance Advice will continue but **effective August 12, 2019**, additional copies of a Remittance Advice will now need to be retrieved via the Portal. You will be able to download, save or print these payment registers for payment reconciliation and required documentation retention.

Providers must log in to the secured portal and obtain the RA when one is posted, and we ask they make arrangements to supply these documents or give access to these documents to any contractor/vendors working on their behalf. You can access the secure Provider Portal at [aetnabetterhealth.com/mi](http://aetnabetterhealth.com/mi). If you need assistance with getting access or you have any questions, contact your Provider Relations Representative.

## Provider Portal

Our enhanced, secure and user-friendly web portal is available. This HIPAA-compliant portal is available 24 hours a day. And it supports the functions and access to information that you need to take care of your patients.

Popular features include:

- Single sign-on – One log-in and password allows you to move smoothly through various systems
- Mobile interface – Enjoy the additional convenience of access through your mobile device
- Personalized content and services – After log-in, you will find a landing page customized for you
- Real-time data access – View updates as soon as they are posted.
- Better tracking – Know immediately the status of each claim submission and medical PA request
- eReferrals – Go paperless. Refer patients to registered specialists electronically and communicate securely with the provider



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- Auto-Auths – Depending on the auth type and service location, it is possible to receive an auto-approval on your request
- Remittance Advise – Obtain and display remittance advise detail based upon a paid claim
- Detailed summaries – Find easy access to details about denied PA requests or claims
- Enhanced information – Analyze, track and improve services and processes

If you are already registered, you can just [log in Opens In New Window](#).

## Still not Registered? [Click HERE](#) to get started!

### Sign up today. It's easy.

Provider groups must first register a principal user known as the "Provider Representative." Once registered, the "Provider Representative" can add authorized users within each entity or practice.

To get started, you can call Provider Relations to sign up over the phone.

You can also [download the form](#) and return via fax at **1-844-235-1340**, or return via [e-mail](#). Remember, internet access with a valid e-mail address is required for registration. If you have questions about this form, please call us at:

Medicaid Provider Relations: **1-800-441-5501**

Comprehensive Long Term Care Provider Relations: **1-844-645-7371**

Florida Healthy Kids Provider Relations: **1-844-528-5815**

For a step guide on how to navigate the provider portal, please review our [Provider Portal Instructions](#) available on the website [aetnabetterhealth.com/florida/providers/provider-portal](http://aetnabetterhealth.com/florida/providers/provider-portal).