



PROVIDER BULLETIN

Aetna Better Health® of Florida 9675 NW 117 th Ave, Suite 202 Miami, FL 33178 aetnabetterhealth.com/florida	Date:	October 8, 2024
	Purpose:	Informational
	Subject:	Hurricane Milton – Important Information for Providers
	Products:	MMA, LTC
	From:	Provider Engagement

Aetna Better Health® of Florida

Hurricane Milton – Important Information for Providers

Dear Providers,

As we prepare for **Hurricane Milton**, we would like to inform all Aetna Better Health of Florida (ABHFL) providers that we are here to support you and keep our members safe through Hurricane Milton.

Prior Authorizations

Aetna Better Health of Florida will wave all prior authorization requirements for critical Medicaid services during the State of Emergency related to Hurricane Milton impacted counties for Managed Medicaid Assistance (MMA) and Long-Term Care (LTC). **The extended temporary flexibilities to our prior authorization requirements will begin October 7, 2024, until further notice.**

Prescriptions

Early prescription refill edits have also been lifted for all maintenance medications. (Note: This does not apply to controlled substances).

Critical Medicaid Services

If a recipient requires critical Medicaid services beyond limits stated in policy to maintain safety and health, providers can furnish the service.

Preadmission Screening and Resident Review (PASRR)

All Preadmission Screening and Resident Review processes are postponed until further notice by the Agency for Health Care Administration (Agency).

- Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
- The Agency is waiving the PASRR process for recipients who evacuated due to an evacuation order or power outage and are admitted and discharged during the storm.

Additional Resources

- [Agency’s website](#)
- [Florida Disaster website](#)
- [National Hurricane Center](#)
- [2024 Executive Orders](#)

For providers only, not intended for members distribution and or marketing material.

PROVIDER BULLETIN

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**

LTC: **1-844-645-7371**

FHK: **1-844-528-5815**

Email: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of 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.

For providers only, not intended for members distribution and or marketing material.

AetnaBetterHealth.com/Florida

FL-24-10-1