


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	June 17, 2025
	Purpose:	Provider reminder on billing transportation when ABHFL is secondary.
	Subject:	ModivCare – Transportation Secondary Payer
	Products:	MMA, LTC
	From:	Provider Relations

Aetna Better Health® of Florida

ModivCare – Transportation Secondary Payer

Dear Providers,

Aetna Better Health of Florida (ABHFL) would like to remind you that ModivCare, our non-emergency transportation vendor, is NOT responsible for processing secondary claims.

When a member has primary coverage other than ABHFL, claim should be submitted to the primary payer first. The primary payer will process the claim, and provider will receive a Remittance Advice (RA). Secondary claim can be submitted to ABHFL along with the RA for processing and reimbursement. When ABHFL is primary, claims for non-emergency transportation should be submitted to Modivcare. Transportation providers are required to follow Modivcare authorization rules. Services not prior authorized by Modivcare will be denied when claims are submitted.

Note: If primary payer is Medicare, there is no need to submit a secondary claim to ABHFL. The claim will automatically crossover and be processed accordingly.

We encourage all providers to log in to Availity and use our preferred clearinghouse OfficeAlly free of charge to bill. Claims can be submitted through any clearing house that is compatible with OfficeAlly.

Electronic Submissions	Paper Claim submissions
<ul style="list-style-type: none">ID for EDI: 128FLReal Time Payer ID: ABHFL	Aetna Better Health of Florida Inc. PO Box 982960 El Paso, TX 79998-2960

If you have questions/concerns, contact provider engagement team and/or our contracting department 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)

Email: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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Proprietary