


# 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>	March 13, 2025
	<b>Purpose:</b>	Update Providers on the Impact of ProgenyHealth's Maternity Case Management Program
	<b>Subject:</b>	ProgenyHealth's Maternity Case Management Program
	<b>Products:</b>	OBGYN, Certified Nurse Midwives, Licensed Midwives, and Doulas
	<b>From:</b>	<a href="#">Provider Relations</a>

## Aetna Better Health® of Florida ProgenyHealth's Maternity Case Management Program

**Dear Providers,**

After more than a year, our members – *your patients* – are experiencing happier, healthier pregnancies. Aetna Better Health® of Florida has contracted with ProgenyHealth®, a leader in Maternity & NICU Care Management, to deliver a comprehensive, evidence-based program that helps your patients while easing your practice workload.



The program is offered by Aetna Better Health® of Florida for our Medicaid members.

### How does it work?

The Maternity Case Management program supports patients before, during and after their pregnancy (up to 12 months postpartum) with the help of Maternity Case Managers at no additional cost to you or your patients. The program includes a personalized focus on clinical, behavioral, and social support, as well as a mobile app.



### Could you give an example of the program's impact?

#### Challenge

Mandy, pregnant with her first baby and recently diagnosed with HIV, was homeless and engaging in risky behavior to make ends meet. She was also missing her OB visits due to transportation issues and financial strain.

### Case Management

A ProgenyHealth Case Manager was able to help Mandy get counseling, housing assistance, and set up with Modic Care Transport, food stamps, Healthy Start, WIC, and education for all medical and SDoH issues. Mandy also started an antiviral medication.

### Results

Mandy is now stable on appropriate medications; she has been attending her prenatal appointments and understands the importance of pregnancy health. The ProgenyHealth team keeps in close contact as she is set to deliver her baby next month.

To learn more about ProgenyHealth's programs and services or refer a patient, call **1-855-231-4730** Monday-Friday between 8:30AM-5:00PM. Please visit our [ABHFL website under our provider site, resources, maternity flyers.](#)

- Member maternity flyer(s) - [English \(PDF\)](#) | [Spanish \(PDF\)](#)

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL Provider Services line if you have any questions at:

**Phone:** MMA: [1-800-441-5501](tel:1-800-441-5501) TTY ([711](tel:711))

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY ([711](tel:711))

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY ([711](tel:711))

**Email:** [FLProviderEngagement@aetna.com](mailto:FLProviderEngagement@aetna.com)

Thank you,

**Aetna Better Health of Florida**

[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)

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