


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	March 31, 2023
	Purpose:	Provider Bulletin: Educate providers on new pharmacy and prescribers requirements and rejections
	Subject:	Pharmacy and Prescribers Rejections
	Products:	MMA, LTC, FHK
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

Pharmacy and Prescribers Rejections -Revised 02.23.2023

Dear Provider,

Effective January 1, 2023, Aetna Better Health of Florida (ABHFL) will no longer allow claims to process for any pharmacy or prescriber that is NOT enrolled (limitedly or fully) with the state (AHCA). **All pharmacy claims submitted effective January 1, 2023, are subject for denial if not enrolled with the state.** Any members receiving a prescription from a provider without a Medicaid ID (limited or fully enrolled) will NOT be able to obtain their prescriptions as of January 1, 2023. These prescribers should make alternate arrangements for their members if they have not yet obtained the required Medicaid ID.

Federal law requires all network providers to enroll with Florida Medicaid. Our records indicate that you have a registered Medicaid provider ID, which does not meet federal requirements for enrollment.

To comply with the law and continue providing services for Aetna Better Health of Florida and other Florida Medicaid plans, you are required to submit a [Florida Medicaid Provider Enrollment Application](#).

This application must be submitted immediately if you wish to continue to see Medicaid members.

Apply online at mymedicaid-florida.com. From the home page, hover over Provider Services and select “New Medicaid Providers” under the Enrollment section. _

If you are a network provider for other Florida Medicaid health plans, you only need to submit one application.

Please note the following application requirements:

- The name on the application must match exactly the name on file with the IRS, NPI registration, provider / medical license, and Medicare enrollment, as applicable.

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- Organizational providers, including incorporated individuals, must enroll with their unique NPI. Organizations that have multiple locations must enroll with a unique NPI for each service location.
- Applicants must have a current and eligible background screening for Florida Medicaid. More information is available at mymedicaid-florida.com.

Upload a copy of this letter with your application. This will help Florida Medicaid confirm that you are complying with the enrollment requirement.

For assistance with the application or other provider enrollment related inquiries, please contact the Florida Medicaid Provider Enrollment Call Center at 1-800-289-7799, option 4.

Note: Pharmacies cannot bill a facility NPI for a non-enrolled prescriber. Each prescriber is required to individually enroll with FL Medicaid in order for prescriptions to process at point of sale.

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

Phone: MMA: 1-800-441-5501
LTC: 1-844-645-7371
FHK: 1-844-528-5815

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida
www.aetnabetterhealth.com/florida

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