


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	April 14, 2023
	Purpose:	Provider Bulletin: 2023 Provider Satisfaction Survey
	Subject:	2023 Provider Satisfaction Surveys
	Products:	MMA and LTC
	From:	<u>Provider Relations</u>

Dear Provider,

Your opinion matters!

Aetna Better Health of Florida will be conducting its annual Provider Satisfaction Survey starting in May 2023 through June 2023. This is your opportunity to tell us how we are doing operationally, and with the administration our programs.

We will be contacting randomly selected providers from our network across Florida. If you receive one of our surveys, please complete it and return it as instructed. Your feedback will help us greatly to improve our services to you and your practice.

We appreciate the excellent care you provide to our members. 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: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

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NOTICETO 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 of 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.

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