

## Behavior Analysis (BA) Provider Open Office Hours

**We have extended our Provider Open Office Hours through JUNE 30, 2025.**

We are here to support our Behavior Analysis providers through this transition from fee for service over to managed care. Our goal is to make this as seamless as possible.

### Purpose:

To give our Behavior Analysis providers an opportunity to meet with the Aetna Better Health of Florida team to discuss process related questions, provide education on our procedures focusing on the transitioning of BA over to managed care.

### Who should attend:

Behavior Analysis providers and supporting staff.

### What will be covered:

Topics can include the following:

- Prior authorization process and requirements
- Claims timely filing guidelines
- EFT/ERA
- Availability/Portal
- Corrected/voided claims
- Continuity of Care

\*Member specific information **cannot** be discussed in these office hours due to privacy requirements

\*If you are inquiring regarding contracting and credentialing status, please reach out to Behavioral Services Network, Inc. (BSN).

**Email:** [info@bsnnet.com](mailto:info@bsnnet.com)

**Phone:** 305-907-7470

Non-PAR Providers may apply on the BSN website: <https://providers.bsnnet.com/auth/register>

### When:

- Weekly Tuesday @ 4:00-4:30 P.M EST **OR** Weekly Thursday @ 8:30-9:00 A.M. EST
- Behavior Analysis Open Office Hours are provided twice a week to accommodate schedules.

MEETING INFORMATION	
Occurs every Tuesday	Occurs every Thursday
<b>How to call using Teams:</b> Click here to join the meeting in Teams: <ul style="list-style-type: none"><li>• <a href="https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting">https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting</a></li><li>• Meeting ID: 295 014 251 358</li><li>• Passcode: dE2Ly78H</li></ul> <b>Dial in by phone only:</b> <ul style="list-style-type: none"><li>• Call in (audio only): +1 860-785-4641</li><li>• Phone Conference ID: 277 971 5#</li></ul> <b>How to join on a video conference device:</b> <ul style="list-style-type: none"><li>• Tenant key: <a href="mailto:heartbeat@m.webex.com">heartbeat@m.webex.com</a></li><li>• Video Conference ID: 118 818 314 2</li></ul>	<b>How to call using Teams:</b> Click here to join the meeting in Teams: <ul style="list-style-type: none"><li>• <a href="https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting">https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting</a></li><li>• Meeting ID: 285 748 137 886</li><li>• Passcode: Xn35HP6c</li></ul> <b>Dial in by phone only:</b> <ul style="list-style-type: none"><li>• Call in (audio only): +1 860-785-4641</li><li>• Phone Conference ID: 931 991 33#</li></ul> <b>How to join on a video conference device:</b> <ul style="list-style-type: none"><li>• Tenant key: <a href="mailto:heartbeat@m.webex.com">heartbeat@m.webex.com</a></li><li>• Video Conference ID: 116 696 688 5</li></ul>