

Date	09/01/2026
Purpose	To inform providers that PDN and SNF requests for members age 21 and under must be submitted as expedited.
To	Florida Medicaid (MMA) network providers
From	Aetna Better Health of Florida (ABHFL)

Provider Notice:

MMA Private Duty Nursing (PDN) and Skilled Nursing Facility (SNF) Service Requests for Members Age 21 and Under

Important Process Update

Aetna Better Health of Florida is updating the submission process for Medicaid Managed Medical Assistance (MMA) Private Duty Nursing (PDN) and Skilled Nursing Facility (SNF) service requests for members age 21 and under.

What Is Changing?

Effective immediately, MMA PDN and SNF-related service requests for members age 21 and under that were previously submitted through the standard authorization process must now be submitted as **expedited requests**.

Expedited Review Timeframes

The following turnaround times will apply:

- **Expedited requests will be reviewed within 2 calendar days.**
- If additional information is required to complete the review, **a 1 calendar day extension may be applied.**
- Timely submission of complete clinical documentation will help facilitate prompt review and determination.

What Providers Need To Do

To avoid delays in processing, providers should:

- Submit applicable MMA PDN and SNF service requests for members age 21 and under as **expedited requests** rather than through the standard PDN authorization pathway.
- Include all required clinical documentation and supporting information at the time of submission.

- Respond promptly to any requests for additional information.
- Clearly identify the urgency of the request and provide the clinical rationale supporting the need for expedited review.

Important Reminder

Incomplete submissions may delay the review process. Providers are encouraged to ensure all necessary documentation is included with the initial request to support timely decision-making and continuity of care for members.

Thank you for your partnership and continued commitment to providing quality care to our members.