

# PROVIDER BULLETIN



AETNA BETTER HEALTH® OF FLORIDA

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[www.AetnaBetterHealth.com/Florida](http://www.AetnaBetterHealth.com/Florida)

Date:	August 13, 2020
Purpose:	Provider Bulletin: Provide direction to ALL providers regarding the requirements for hospital transfers
Subject:	COVID-19 Copayment and Authorization Extensions
Products:	All Lines of Business (MMA, LTC, FHK)
From:	<u>Provider Relations</u>

Dear Provider,

During the COVID-19 state of emergency, Aetna Better Health of Florida (ABHFL) is committed to ensuring that Medicaid recipients diagnosed with the 2019 novel coronavirus (COVID-19) receive all the care needed to address their symptoms.

To facilitate prompt hospital discharges and to ensure adequate inpatient hospital capacity in response to COVID-19, **Aetna Better Health of Florida will continue to wave copayments and service authorization requirements prior to admission for hospital transfers through August 31, 2020**, including:

- inter-facility transfers;
- transfers to a long-term care hospital; and
- transfers to a nursing facility.

This applies when the receiving facility is a participating provider or non-participating provider in Aetna Better Health of Florida network.

**Aetna Better Health of Florida requires the receiving facility to notify us of the admission within forty-eight (48) hours of the admission.** At that point, Aetna Better Health of Florida may request additional clinical information to begin **concurrent/continued stay reviews** to facilitate care coordination and discharge planning.

In addition, to facilitate non-emergency transportation services that may be needed to aid in these transfers, Aetna Better Health of Florida will waive prior authorization requirements for non-emergency ambulance transportation services for hospitals transfers for inter-facility transfers, transfers to a long-term care hospital; and transfers to a nursing facility.

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FL-20-08-01

Proprietary

These provisions apply to Aetna Better Health of Florida members being transferred from a hospital regardless of diagnosis (i.e., COVID-19 and COVID-19 patients). We will continue this flexibility until further notice.

Non-participating providers will be reimbursed at 100% of the Medicaid allowable for covered services.

For more information please refer to the information on the Agency's response to COVID-19 page for the most updated policies and alerts.

- [PT-2020-39 Hospital Transfer Requirements](#)
- [http://ahca.myflorida.com/covid-19\\_alerts.shtml](http://ahca.myflorida.com/covid-19_alerts.shtml)
- [https://ahca.myflorida.com/COVID-19\\_Medicaid.shtml#alerts](https://ahca.myflorida.com/COVID-19_Medicaid.shtml#alerts)

If you have any questions regarding any Aetna Better Health of Florida COVID-19 processes, we encourage you to visit our COVID-19 dedicated page under the resources page, "COVID-19 Information":

- <https://www.aetnabetterhealth.com/florida/providers/resources/covid-19>

We appreciate the excellent care you provide to our members. If you have any questions please feel free to contact us via e-mail: [FLMedicaidProviderRelations@Aetna.com](mailto:FLMedicaidProviderRelations@Aetna.com). You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you

Aetna Better Health of Florida  
**Provider Relations Department**

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