



# **Aetna Better Health® of Florida**

## **Prior Authorization Rules for Florida Medicaid and Florida Healthy Kids**

Please refer to the Prior Authorization section of the Aetna Better Health of Florida provider manual for additional information. Requesting providers, including outpatient hospitals, must complete and fax the Prior Authorization Request Form found in the Forms section of the provider manual.

Prior Authorization Telephone-MMA: **1-800-441-5501**

Prior Authorization Telephone-FHK: **1-844-528-5815**

Physical Health Prior Authorization Fax: **1-860-607-8056**

Obstetrics Prior Authorization and Notification Fax: **1-860-607-8726**

Behavioral Health Prior Authorization Fax-MMA: **1-833-365-2474**

Behavioral Health Prior Authorization Fax-FHK: **1-833-365-2493**

Pharmacy Management Prior Authorization: **1-866-847-8279**

Availability: <https://apps.availity.com/availity/web/public.elegant.login>

\*\* Inpatient hospitalizations requests can be submitted through Availity or called in.

### **Provider Type**

- Ambulance transport (non-emergency) \*For Medicaid members only
- Air Ambulance (non-emergency)
- Behavioral health facility admissions
- Dental services
- Facility authorization for chemotherapy
- High tech radiology services
- Hospital admission
- Hospital observation
- Hospital outpatient services
- Neuropsychology
- Non-participating providers
- Ophthalmology/optometry
- Oral surgery
- Outpatient rehabilitation
- Rehabilitation facility inpatient admission
- Reproductive endocrinology
- Skilled nursing facility admission
- Substance abuse
- Short term residential admissions
- Vent/sub-acute, long-term care admission

**Service/Procedure (Regardless of place of treatment)**

- Automatic implantable cardioverter defibrillator
- Blepharoplasty
- Bone growth stimulators
- Breast surgery for benign condition
- Chemotherapy medication regimens
- Clinitron bed
- Cosmetic surgery
- Crisis stabilization
- Customized wheelchairs
- Diagnostic nuclear medicine & nuclear cardiology
- Durable Medical Equipment (rentals, items greater than \$500 allowable, items not listed on the Medicaid fee schedule)
- Echo stress
- Enhanced external counter pulsation
- Esophagoscopy flexible transoral mucosal resection
- Evaluation of speech fluency
- Experimental/investigational services
- Extracorporeal shock wave therapy/orthotripsy
- Gastric bypass/banding
- Genetic testing
- Home health services
- Home ventilators
- Hospice services – home and Inpatient
- Hyperbaric treatments
- Infertility assessment/treatment
- Infusion/home/office drug-replacement
- Laparoscopic hysterectomy
- Liquid oxygen
- Manipulation under anesthesia
- Mental health partial hospitalization
- Psychological/neuropsychological testing
- Pain management
- Panniculectomy/abdominoplasty PET scans
- Power mobility devices (power wheelchair and scooters)
- Radiation oncology/hematology/oncology
- Rehabilitation therapies (PT/ST/OT)
- Removal of keloid/lipomas rhinoplasty/septoplasty
- Sclerotherapy for varicose veins
- Sleep studies
- Specialty imaging
- Spinal fusion
- Substance abuse intensive outpatient therapy
- Transplant evaluations/transplants

Specialty	Provider	Service Area	Product/ Program	Website	Phone Number
<b>Chiropractic</b>	Doctor's Professional Services Consultants	State wide	Medicaid Florida Healthy Kids	<a href="http://www.dpscinc.com">www.dpscinc.com</a>	<b>386-615-0801</b>
<b>Dermatology</b>	Dermatology Network Solutions	State wide	Medicaid Florida Healthy Kids	<a href="http://www.providernetworksolutions.com">www.providernetworksolutions.com</a>	<b>1-844-222-3535</b>
<b>High-tech Imaging</b>	eviCore Healthcare MSI	State wide	Medicaid Florida Healthy Kids	<a href="http://www.evicore.com">www.evicore.com</a>	<b>1-888-693-3211</b>
<b>Laboratory</b>	LabCorp	State wide	Medicaid Florida Healthy Kids	<a href="http://www.labcorp.com">www.labcorp.com</a>	<b>1-800-877-5227</b>
<b>Laboratory</b>	Quest Diagnostics	State wide	Medicaid Florida Healthy Kids	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>	<b>1-866-697-8378</b>
<b>Oncology Chemotherapy Regimens - Adults</b>	Eviti Connect	State wide	Medicaid	<a href="https://connect.eviti.com/Connect/Account/Login.aspx">https://connect.eviti.com/Connect/Account/Login.aspx</a>	<b>1-888-482-8057</b>
<b>Ophthalmology &amp; Optometry</b>	iCare Health Solutions	State wide	Medicaid Florida Healthy Kids	<a href="http://www.mycarehealth.com">www.mycarehealth.com</a>	<b>1-866-770-8170</b>
<b>Orthopedic</b>	Orthopedix Network Solutions	Dade Broward	Medicaid Florida Healthy Kids	<a href="http://www.providernetworksolutions.com">www.providernetworksolutions.com</a>	<b>305-326-9898 1-844-222-4545</b>
<b>Pain Management</b>	eviCore Healthcare MSI	State wide	Medicaid Florida Healthy Kids	<a href="http://www.evicore.com">www.evicore.com</a>	<b>1-888-693-3211</b>
<b>Podiatry</b>	Podicare	State wide (Florida Healthy Region 9 & 11 only)	Medicaid Florida Healthy Kids	<a href="http://www.podicare.net">www.podicare.net</a>	<b>1-866-293-3666</b>
<b>PT/OT/ST</b>	Health Network One/ATA	State wide	Medicaid Florida Healthy Kids	<a href="http://www.ataflorida.com">www.ataflorida.com</a>	<b>1-888-550-8800</b>
<b>Sleep Studies</b>	United Health Systems, Inc.	Dade, Broward, Palm Beach	Medicaid Florida Healthy Kids	<a href="http://www.unitedhealthsystems.net">www.unitedhealthsystems.net</a>	<b>954-382-0001</b>
<b>Specialty Medications</b>	CVS Specialty Pharmacy	State wide	Medicaid Florida Healthy Kids	<a href="http://www.cvsspecialty.com">www.cvsspecialty.com</a>	<b>1-800-237-2767</b>
<b>Transportation (Non- Emergent)</b>	ModivCare formerly LogistiCare Solutions	State wide	Medicaid	<a href="http://www.modivcare.com">www.modivcare.com</a> <a href="http://www.logisticare.com">www.logisticare.com</a>	Reservation: <b>1-866-799-4463</b> Ride Assist: <b>1-866-799-4464</b>