



New Member ID Cards for FHK Enrollees
Effective October 1, 2026
Frequently Asked Questions

Q1) Why am I receiving a new Member ID Card?

Changes to Federal and State laws require Aetna members enrolled through the Florida Healthy Kids Program (FHK) have a unique Pharmacy BIN (Bank Identification Number). The Pharmacy Process Control Number (PCN) and Group numbers will also change.

Q2) Will my benefits change?

No. Only the BIN, PCN, and Grp numbers change. These numbers are used to route and process prescription claims.

Q3) Do I have to change the pharmacy I currently use.

No.

Q4) Do I have to notify the pharmacy of this change?

No. Aetna has communicated with pharmacies regarding the new Member ID cards for FHK enrollees. Pharmacies have the necessary information to update their systems and avoid any barriers to your child receiving his/her medication.

Q5) Do I use the new ID Card for PCP appointments?

The new ID Card contains the most current information and should be used for PCP appointments and prescriptions.

Q6) When will I receive the new ID Card?

Aetna will begin mailing new ID cards in August 2026.

Q7) What should I do if I do not receive the new ID Card?

Please contact Aetna's Member Services at (844) 528-5815 if you do not receive the new ID Card by mid-September.

Q8) What happens if the Pharmacy rejects coverage?

Aetna has communicated with pharmacies regarding the new ID cards. Members can ask the pharmacy to re-run the benefits and/or contact Aetna's Pharmacy Benefits Manager Help Desk for assistance.

Q9) How can I update my mailing address?

You can update your profile and print a copy of your Member ID Card on the Member Portal at aetnabetterhealth.com/florida/member-portal.html or call Member Services at (844) 528-5815.



Q10) Do I start using the card when I receive it in the mail?

No. The new card is effective October 1, 2026. Continue using the existing card until October 1, 2026, and then destroy your other card.

Q11) Do I need to contact the pharmacy about prescriptions on auto refill?

No. The Pharmacy will update your billing information upon notification from Aetna and should be ready to refill your prescriptions without interruption.

Q12) Will my drug coverage change?

Your drug coverage will not change. The new Member ID Card only updates the billing information pharmacies use to process prescriptions.

Q13) Do I need to alert my child's doctor about the change?

No. Current/active Prior Authorizations will continue through the expiration date.

Q14) What if my new ID card is not received and I need to get my prescription?

You can call Aetna Member Services at (844) 528-5815 or for faster service, call your child's pharmacy. The pharmacy can work directly with Aetna's Pharmacy Benefits Manager Help Desk which is available 24/7.