

# Assisted Living Facility (ALF) Services

## Frequently Asked Questions (FAQ)

### Does the LTC program conflict with Medicare or Medicaid plan coverage?

- No, the LTC program does not conflict with any medical coverage.

### How is the Aetna CAP Payment process?

- Capitation is a fixed amount of money per patient per unit of time paid in advance to the provider for the delivery of health care services.
- Current month's CAP will be sent by the 15th of each month.

### Does Aetna have any additional benefits for ALF members?

- This benefit will no longer be available under the new contract effective 2/1/2025.

### What are different ways to submit the mandatory ALF Encounters?

- **Option 1:** Submitting a CMS 1500 Form by mail:  
Aetna Better Health of Florida  
PO Box 982960  
El Paso, TX 79998-2960
  - Please use the appropriate procedure code for each member in your facility for the month that has just completed and the appropriate units with the applicable procedure code:
    - **T2030** = Full Month, Units = 1
  - IDC-10 Diagnosis Code: **R69**
  - Place of Service: **13**
  - All adjustments will occur once the encounter/claim form is received, reconciled and will be adjusted off the future cap payment.
- **Option 2:** Submitting a completed ALF Encounter Log form to the **ALFencountersABHFL@AETNA.com** mailbox. Link to fillable form: **Assisted Living Facility (ALF) Monthly Encounter Log**
- **Option 3:** Monthly email file with encounter form attached sent to ALFs for review and approval. ABHFL needs to confirm email address on file prior to receiving the first email.

### When will missing capitation payments be processed?

- Missing capitation payments for new residents will be reimbursed in future cap payments.

**Are Prior Authorizations Required?**

- Yes. Aetna will not reimburse for medically unnecessary or other non-covered services or for services provided to enrollees who are not enrolled in and eligible for Aetna Better Health of Florida, on the date(s) of service.
- Reach out to your case manager.
- You can also send an email to: **FL\_LTC\_SAT@aetna.com**.

**How are authorization discrepancies addressed?**

- If you receive an authorization with discrepancies such as units, hours, CPT codes and dates of services, please notify the LTC department by sending an email to **FL\_LTC\_SAT@aetna.com**.

**If a member is moved to Memory Care, what are the next steps?**

- The ALF needs to notify the Case Manager immediately. If the Case Manager is not notified in a timely manner, it will cause rejections and denials for Memory Care ALF services due to services not authorized on the member's plan of care.