


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>April 4, 2025</b>
	<b>Purpose:</b>	<b>Provider Bulletin: 2025 Provider Satisfaction Survey</b>
	<b>Subject:</b>	<b>2025 Provider Satisfaction Surveys</b>
	<b>Products:</b>	<b>MMA</b>
	<b>From:</b>	<b><u>Provider Relations</u></b>

Dear Provider,

## Your opinion matters!

Aetna Better Health of Florida will be conducting its annual Provider Satisfaction Survey starting in May 2025 through June 2025. This is your opportunity to tell us how we are doing operationally, and with the administration our programs.

We will be contacting randomly selected providers from our network across Florida. If you receive a phone call from our vendor, please respond to the questions. Your feedback will help us greatly to improve our services to you and your practice.

We appreciate the excellent care you provide to our members. If you have any questions, please feel free to contact us via e-mail: [FLProviderEngagement@aetna.com](mailto:FLProviderEngagement@aetna.com). You can also reach out to your Provider Relations representative or call Provider Services at: 1-844-528-5815.

Thank you,

### Aetna Better Health of Florida

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**NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

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