



AETNA BETTER HEALTH[®] OF FLORIDA

Pre-Pay Diagnosis-Related Grouping Review

Aetna Better Health would like to inform you of changes taking place starting 6/1/2026.

As part of our ongoing efforts to enhance clinical coding accuracy and align with current standards, we are transitioning from **Sepsis-2** to **Sepsis-3** clinical criteria within our **internal pre-pay DRG review program** for the **Medicaid** Line of Business.

- **Clinical Accuracy:** Sepsis-3 offers a more precise definition—*life-threatening organ dysfunction caused by a dysregulated host response to infection*—and is supported by the SOFA (Sequential Organ Failure Assessment) scoring system.
- **Provider Experience:** Improves provider experience by leveraging widely recognized SOFA criteria and clearer documentation standards for sepsis.

Facility next steps

If you disagree with outcome of the CCR review, you have the right to request an appeal. We follow the standard facility coding appeal process. [G&A File an Appeal](#) You can submit appeals online or by phone, email, or mail/fax using the above website as a guide.

Helpful information to include with the appeal:

- In-patient hospital record, including the evaluation and management
- Clinical (laboratory or radiology) reports
- Operative report, if applicable
- Itemized claim
- Copy of the letter you received

If photos are a part of the clinical records, please provide copies since originals will not be returned.

Pre-Pay DRG Review Appeals

Aetna Better Health Clinical Review	What happens next?	Facility next steps
<p>The National Clinical Appeals unit (NCAU) conducts the Appeal review at your request.</p> <p>The appeal review process utilizes a team of registered nurses, certified coders, and medical directors in this determination process.</p> <p>The unit conducting the review looks at any additional clinical information provided in the appeal request.</p>	<p>If NCAU determines the billed DRG is appropriate, we send you a letter indicating the outcome of the review, and we reprocess the claim with the billed DRG.</p> <p>If NCAU upholds the CCR revised DRG or derives a new DRG based on their review, we send you a letter indicating the outcome of the appeal review and the revised DRG.</p>	<p>The appeal decision letter will include instructions related to your appeal rights.</p>

Contact Information

If you have questions or concerns, please contact provider engagement team and/or our contracting department at:

Phone:

- MMA: 1-800-441-5501
- FHK: 1-844-528-5815

Email: Provider Engagement: FLProviderEngagement@aetna.com

Regards,
 Aetna Better Health of Florida