



PROVIDER BULLETIN

Aetna Better Health® of Florida 261 N. University Drive Plantation, FL 33324 aetnabetterhealth.com/florida	Date:	February 6, 2025
	Purpose:	Welcome Behavior Analysis Providers
	Subject:	WELCOME Behavior Analysis (BA) – Effective 02/01/2025
	Products:	Behavior Analysis
	From:	Provider Engagement

Aetna Better Health® of Florida

WELCOME Behavior Analysis Providers - We are excited and ready to partner with you!

Aetna Better Health of Florida (ABHFL) would like to welcome Behavior Analysis Providers serving Medicaid members.

We are committed to ensuring you have a smooth and hassle-free transition:

- Behavior Analysis fee schedule has been updated in our system.
- Continuity of Care (COC) period has been configured in our systems.
- Credentialing is currently taking place as we continue to work on expanding our Behavior Analysis provider network.
- Prior Authorization process has been updated to include Behavioral Analysis guidelines.
- Our internal staff has been trained on all Behavior Analysis requirements to better assist all providers and members.
- Behavioral Analysis Resources have been created and are available on our website.
- Our management team are currently hosting “Office Hours” weekly meetings to answer any BA questions for providers.

Behavioral Analysis Resources

We have great resources available on our [Aetna Better Health of Florida website](http://AetnaBetterHealth.com/Florida) that are being added weekly and updated as needed to provide you most accurate information. Below are some of the resources we currently have available:

- [Behavior Analysis \(BA\) Provider Open Office Hours \(PDF\)](#)
- [ABHFL - Virtual Provider Townhall BH - 02.05.2025 \(PDF\)](#)
- [Behavioral Analysis Services One Pager \(PDF\)](#)
- [Behavioral analysis FAQ Information \(PDF\)](#)

PROVIDER BULLETIN

Office Hours

Our Aetna Better Health of Florida team is currently hosting “Office Hours” meetings to support Behavior Analysis Providers through this transition starting 02/04/2025. The meetings are held twice a week to accommodate schedules and will continue throughout the month of February and/or as needed.

Provider invites were sent on January 23, 2025 to alert providers of all the upcoming “Office Hours” events: [Behavior Analysis \(BA\) Provider Open Office Hours \(PDF\)](#)

Meetings are held weekly as follow:

- Weekly Tuesday @ 4:00-5:00 P.M EST OR Weekly Thursday @ 8:30-9:30 A.M. EST

Behavioral Services Network (BSN)

For any contract or credentialing questions please contact Behavioral Services Network (BSN):

- **Email:** info@bsnnet.com
- **Phone:** 305-907-7470
- **Appeals:** appeals@bsnnet.com

If you have questions or concerns, please contact provider engagement team at:

Phone: MMA: **1-800-441-5501**

LTC: **1-844-645-7371**

FHK: **1-844-528-5815**

Email: FLProviderEngagement@aetna.com

Thank you,

Aetna Better Health of Florida

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **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.