


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 1340 Concord Terrace Sunrise FL, 33323 www.aetnabetterhealth.com/florida	Date:	January 12, 2018
	Purpose:	Provider Bulletin: January payment
	Subject:	Delay in January payment
	Products:	ALF - LTSS
	From:	<u>Provider Relations - Medicaid</u>

Dear Provider,

The purpose of this notice is to inform you of a delay in your January payment. Checks are typically prepared the first weekend of each month and mailed within five business days. Due to an administrative error and Monday's holiday, this process was delayed and checks will be mailed on Thursday, January 18th. Electronic funds will be available Tuesday, January 16th.

We apologize for this inconvenience and thank you for your patience. We would like to take this opportunity to remind you to please enroll in electronic payment, which will mitigate future mail delays. You may do so by following the attached instructions for Electronic Funds Transfer (EFT) Enrollment/Change/Cancellation form.

We appreciate your continued service to our members. Please feel free to contact us via e-mail FLMedicaidProviderRelations@aetna.com, fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Provider Relations Department

www.aetnabetterhealth.com/florida

FL-17-01-20

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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 of 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.