


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 1340 Concord Terrace Sunrise FL, 33323 www.aetnabetterhealth.com/florida	Date:	October 23, 2018
	Purpose:	Provider Bulletin: Transportation Update
	Subject:	Non-Emergency Medical Transportation changes
	Products:	MMA & LTC
	From:	<u>Provider Relations - Medicaid</u>

Dear Provider,

This communication is to inform you of our Non-Emergency Medical Transportation changes. Please be advised that effective December 1, 2018 all trips must be pre-authorized by LogistiCare.

Please review the attached notice that contains all the details.

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.

Sincerely,

Provider Relations

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 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

Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323



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Notice of Changing Non-Emergency Medical Transportation (NEMT) Provider

Dear Aetna Provider:

Aetna has contracted with LogistiCare Solutions, LLC (LogistiCare) to arrange and manage non-emergency medical transportation (NEMT) services to eligible Aetna Medicaid beneficiaries in regions 6, 7, and 11. LogistiCare will begin accepting requests for NEMT services on November 19, 2018 for services occurring on or after December 1, 2018.

All trips on or after December 1, 2018 must be pre-authorized by LogistiCare. They will accept requests for routine and standing orders (*e.g., to regularly reoccurring medical services such as dialysis*) Monday through Friday from 8 AM to 5 PM EST. These requests will require 24 hour (1 business day) advance notice.

Requests for urgent NEMT services (*i.e., non-life threatening*) and Ride Assists are accepted 24/7/365. The Reservation number to request routine, standing order or urgent NEMT services is 866-799-4463.

The goal of this initiative is to provide safe, reliable, and cost efficient non-emergency medical transportation for our Aetna Medicaid members with improved access to healthcare services. To assist with meeting this goal, LogistiCare will be reaching out to Aetna providers to educate them on LogistiCare's process for arranging transportation and answer any questions about NEMT services. This is an opportunity to share important information that will facilitate a smooth transition from the current process to LogistiCare management.

LogistiCare is a HIPAA Business Associate of Aetna Better Health of Florida and is authorized to receive beneficiary private health information. Aetna requests that you assist in the implementation of this program and release requested information to LogistiCare.

Your cooperation and timely assistance will help to ensure a smooth implementation of the new NEMT brokerage program and help to ensure that your patients arrive to their scheduled appointments safely and on time.

If there are any questions or concerns, please contact Aetna Medicaid Member Services at 1-800-441-5501 for MMA and 1-844-645-7371 for LTC.

Sincerely,
Aetna Better Health of Florida

aetnabetterhealth.com/florida

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