

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	January 14, 2022
	Purpose:	Provider Bulletin: Announce partnership with ProgenyHealth
	Subject:	ProgenyHealth Neonatal Care Management
	Products:	MMA, LTC
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida

ProgenyHealth Neonatal Care Management

Dear Providers,

Aetna Better Health of Florida is pleased to announce a partnership with ProgenyHealth, a company which specializes in Neonatal Care Management Services.

Please review the below details regarding our effective date and benefits.

We appreciate the excellent care you provide to our members. If you have any other questions, please feel free to contact us via e-mail: **FLMedicaidProviderRelations@Aetna.com**. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you

Provider Relations Department
Aetna Better Health of Florida

Telephone: 1-844-528-5815

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E-mail: **FLMedicaidProviderRelations@Aetna.com**

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Aetna Better Health of Florida
8200 NW 41st Street
Doral, FL 33166



Aetna Better Health® of Florida

ProgenyHealth Neonatal Care Management

Dear Provider:

Aetna Better Health of Florida is happy to announce a partnership with ProgenyHealth, a company which specializes in Neonatal Care Management Services. This is an exciting opportunity. ProgenyHealth's care management program will enhance services to our members and support our mission to make a lasting difference in our members' lives by improving their health and well-being.

Under the agreement that begins **February 15, 2022**, ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with Aetna Better Health of Florida members, as well as attending physicians and nurses, to promote healthy outcomes for Aetna Better Health of Florida's premature and medically complex newborns.

The benefits of this partnership to you:

- The support of a team who understands the complexity and stress of managing infants in the NICU and will work with you to achieve the best possible outcomes
- A collaborative and proactive approach to care management that supports timely and safe discharge to home
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation

Families will have a dedicated case manager who will give support and education to members in the program. Also, they will be able to access an extensive online library and an "on-call" staff member available 24/7. For our hospitals, ProgenyHealth will serve as a liaison for Aetna Better Health of Florida providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.

Your process for notifying Aetna Better Health of Florida of infants admitted to a NICU or special care nursery will change on February 15, 2022. Please notify ProgenyHealth directly of admissions via Sfax at **1-877-855-2431** and their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

If you wish to learn more about ProgenyHealth's programs and services, call **1-888-832-2006** or visit **progenyhealth.com**. Thank you for your partnership in caring for Aetna Better Health of Florida members.

Sincerely,

Aetna Better Health of Florida

AetnaBetterHealth.com/Florida

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