



Aetna Better Health® of Florida

# Quick Reference Guide

<b>Health plan main office</b>	<b>Provider &amp; member services phone numbers</b>
261 N University Drive Plantation, FL 33324	MMA <b>1-800-441-5501</b> LTC <b>1-844-645-7371</b> FHK <b>1-844-528-5815</b>
<b>Hours of operation</b>	<b>Provider &amp; member services fax numbers</b>
Monday through Friday 7:30 a.m. to 7:30 p.m. ET	Provider services fax: <b>1-844-235-1340</b> Member services fax: <b>1-877-542-6958</b>
<b>Claims/billing address</b>	<b>To file a provider appeal</b>
Aetna Better Health of Florida PO Box 982960 El Paso, TX 79998-2960	Aetna Better Health of Florida PO Box 81040 5801 Postal Road Cleveland, OH 44181
<b>Claims payer ID for EDI</b>	<b>Real time payer ID</b>
128FL	ABHFL
<b>Claim timely filing – initial &amp; corrected claims</b>	<b>Claims inquiry / claims research (CICR)</b>
180 days from date of service or date of discharge	MMA <b>1-800-441-5501</b> option 5, 5, 3 FHK <b>1-844-528-5815</b> option 5, 4, 3
<b>Fraud &amp; abuse hotline</b>	<b>Nurse line</b>
<b>1-888-891-8910</b>	MMA <b>1-800-441-5501</b> FHK <b>1-844-528-5815</b>
<b>Provider services email address</b>	<b>CVS mail order phone number</b>
<a href="mailto:FLMedicaidProviderRelations@aetna.com">FLMedicaidProviderRelations@aetna.com</a>	<b>1-855-271-6603</b>
<b>Pharmacy helpdesk number</b>	<b>Web portal</b>
<b>1-866-693-4445</b>	<a href="http://www.AetnaBetterHealth.com/Florida/login">www.AetnaBetterHealth.com/Florida/login</a>
<b>Prior authorization phone numbers</b>	<b>Prior authorization fax numbers</b>
MMA <b>1-800-441-5501</b>	MMA, LTC, FHK (general services)
LTC <b>1-844-645-7371</b>	Fax: <b>1-860-607-8056</b> Obstetrics fax: <b>1-860-607-8726</b>
FHK <b>1-844-528-5815</b>	Pharmacy fax: <b>1-855-799-2554</b> Behavioral Health fax: <ul style="list-style-type: none"> <li>FHK: <b>1-833-365-2493</b></li> <li>MMA/LTC: <b>1-833-365-2474</b></li> </ul>
<b>Vendor phone numbers</b>	
iCare (Vision) 1-866-770-8170	HearUSA (Hearing) 1-800-442-8231 (option 2)