



PROVIDER BULLETIN

Aetna Better Health® of Florida 9675 NW 117 th Ave, Suite 202 Miami, FL 33178 AetnaBetterHealth.com/Florida	Date:	September 25, 2024
	Purpose:	Informational
	Subject:	Hurricane Helene – Important Information for Providers
	Products:	MMA, LTC
	From:	Provider Engagement

Aetna Better Health® of Florida

Hurricane Helene – Important Information for Providers

Dear Providers,

As the region braces for the potential impacts of the storm, we would like to inform all Aetna Better Health of Florida providers that we are here to support you and help keep our members safe through Hurricane Helene.

Prior Authorizations

Aetna Better Health of Florida (ABHFL) will wave all prior authorization requirements for critical Medicaid services during the State of Emergency related to Tropical Storm Helene in impacted counties for Managed Medicaid Assistance (MMA) and Long-Term Care (LTC). **The extended temporary flexibilities to our prior authorization requirements will begin September 25, 2024, until further notice.**

Prescriptions

Early prescription refill edits have also been lifted for all maintenance medications. (Note: This does not apply to controlled substances).

Critical Medicaid Services

If a recipient requires critical Medicaid services beyond limits stated in policy to maintain safety and health, providers can furnish the service.

Preadmission Screening and Resident Review (PASRR)

All Preadmission Screening and Resident Review processes are postponed until further notice by the Agency for Health Care Administration (Agency).

- Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
- The Agency is waiving the PASRR process for recipients who evacuated due to an evacuation order or power outage and are admitted and discharged during the storm.

Additional Resources

- [Agency’s website](#)
- [Florida Disaster website](#)
- [National Hurricane Center](#)
- [2024 Executive Orders](#)

For providers only, not intended for members distribution and or marketing material.

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Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions 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

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