

Quick reference guide

Effective May 2019

Health plan main office 261 N University Drive Plantation, FL 33324	Provider & member services phone numbers MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815
Hours of operation Monday through Friday 8 a.m. to 7 p.m. EST	Provider & member services fax numbers Provider services fax: 1-844-235-1340 Member services fax: 1-877-542-6958
Claims/billing address Aetna Better Health of Florida P.O. Box 63578 Phoenix, AZ 85082-1925	To file a provider appeal Aetna Better Health of Florida Attn: Medicaid Appeals Coordinator 261 N University Drive Plantation FL 33324
Claims payer ID for EDI 128FL	Real time payer ID ABHFL
Claim timely filing - initial & corrected claims 180 days from date of service or date of discharge	Claims inquiry / claims research (CICR) MMA 1-800-441-5501 option 5, 5, 3 FHK 1-844-528-5815 option 5, 4, 3
Fraud & abuse hotline 1-888-891-8910	Nurse line MMA 1-800-441-5501 FHK 1-844-528-5815
Provider services email address FLMedicaidProviderRelations@aetna.com	CVS mail order phone number 1-855-271-6603
Pharmacy helpdesk number 1-866-693-4445	Web portal aetnabetterhealth-florida.aetna.com
Prior authorization phone numbers MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815	Prior authorization fax numbers MMA, LTC, FHK (general services) Fax: 1-860-607-8056 Obstetrics fax: 1-860-607-8726 Pharmacy fax: 1-855-799-2554
Vendor phone numbers	
Beacon/PsychCare Behavioral Health 1-866-510-0797 eviCore (radiology, pain management, cardio) 1-888-693-3211 Eviti Connect Oncology (MMA only) 1-888-482-8057 (option 2) HearUSA Hearing 1-800-442-8231 (option 2)	iCare Vision 1-866-770-8170 Logisticare Transportation (MMA & LTC only) Reservations: 1-866-799-4463 Ride Assist (Where's My Ride) 1-866-799-4464