



Process for Submitting Requests for Aetna Coventry Medicare Members in Florida

Purpose of this communication:

To provide information regarding the process for submitting requests for Aetna Coventry Medicare members in Florida with dates of service on and after 1/1/2020.

What I need to know?

- Aetna has issued new insurance ID numbers and insurance cards to their Aetna Coventry Medicare members in Florida effective 1/1/2020.
- Providers must ensure that requests and claims for dates of service on and after 1/1/2020 for these members use the new ID number.

What do I need to do?

- Obtain the new member ID number for these Aetna Coventry Medicare members.
- When submitting a request for a new service or continuation of care for dates of service on and after 1/1/2020, please submit the request as an initial request using the new member ID number.
 - Previous ID numbers for these Aetna Coventry Medicare members started with an '8'.
 - The new ID numbers for these Aetna Coventry Medicare members start with '101'.
 - Reference the following [Aetna Coventry ID Guide](#) for an example.
- When submitting a request in our HomeBridge Provider Portal for an Aetna Coventry Medicare member with an ID number starting with '101', please select the Insurance Name: "Coventry, FL".
- Select a date on or beyond 1/1/2020 for the earliest request start date.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your Network Management representative.