



**Provider Bulletin
Vol 2, No. 1**

**IMPORTANT NOTICE
REGARDING
Better Health, LLC
NEW CORPORATE OFFICE ADDRESS and PO BOX**

This bulletin serves to notify all Better Health Providers of a change in physical corporate address and PO BOX for non claims related correspondence for Better Health effective January 17, 2011.

Our new physical corporate address is:

**1701 Ponce De Leon Blvd, Suite 300
Coral Gables, FL 33134-4414**

New PO Box for non claims related correspondence is:

**Better Health, LLC.
PO Box 143107
Coral Gables, FL 33114**

Our Claims PO Box remains the same and is listed below:

**Better Health, LLC
PO Box 211665
Eagan, MN 55121**

Our Provider Web portal may be used to verify eligibility, submit referrals and check claims status at the Better Health Florida Website:

www.betterhealthflorida.com

Please do not hesitate to contact our Provider Services Department with any questions or concerns at 1800-514-4561 extension 6005.

Better Health looks forward to continuing to work closely with you and to providing excellent customer service to both our members and providers.

Sincerely,

Better Health Provider Relations Department



Dear Provider:

Better Health , LLC will be relocating to new corporate headquarters effective January 17, 2011.

New physical address:

**1701 Ponce De Leon Blvd Suite 300
Coral Gables, FL 33134-4414**

New PO Box for non claims issues:

**Better Health, LLC.
PO Box 143107
Coral Gables, FL 33114**

Our Claims PO Box remains the same and is listed below:

**Better Health, LLC
PO Box 211665
Eagan, MN 55121**

Phone Number:

1-800-514-4561 extension 6005

Provider Web portal at the Simply Healthcare Plans Website:

www.betterhealthflorida.com

Please do not hesitate to contact us with any questions or concerns at:

Better Health, LLC looks forward to continue to work closely with you and to provide excellent customer service to both our members and providers.

Sincerely,

Provider Relations



Provider Bulletin

Vol 1, No. 1

SUBJECT: BETTER HEALTH NEW PO BOX ADDRESS FOR PAPER CLAIMS AND NEW PAYOR ID FOR EMDEON

This bulletin serves to notify all Better Health Providers of a change in the Better Health claim submission process that will take effect on November 22, 2010.

CLAIMS SUBMISSION

Effective November 22, 2010, Better Health will be receiving and processing claims for services rendered to Better Health Members. Better Health will adjudicate the claims in-house and will submit them to the Florida Medicaid Program's Fiscal Agent for payment. Effective November 22, 2010, please do not forward any electronic or paper claims to FSAI.

Payments to Better Health Providers, for services rendered to Better Health members will continue to be received from the Florida Medicaid Program's fiscal agent.

PAPER CLAIMS SUBMISSION

Effective November 22, 2010 all CMS 1500 and/or UB04 forms submitted to Better Health must be mailed to the following address:

**Better Health, LLC
PO Box 211665
Eagan, MN 55121**

Please continue to follow the required Medicaid Paper Claims Submission Guidelines when submitting your claims. Please refer to the Florida Medicaid Provider CMS1500 and UB04 Reimbursement Handbook.

ELECTRONIC CLAIMS SUBMISSION

Better Health remains contracted with EMDEON as the clearinghouse. **The new Better Health EMDEON Payor ID is 20488.** Please note that this Payor ID will become effective November 22, 2010 and any claims submitted prior to this date with the new Payor ID will be rejected.

Should you have any questions regarding the new claims submission process; or experience any claims issues/difficulties or delays as a result of this transition, please contact our Provider Services Department at 1-800-514-4561.

Better Health looks forward to working closely with you and providing excellent customer service to both our members and providers.

Sincerely,

Rosie Stoetzer

Director of Provider Relations