



better health

PROVIDER FAX

To: All Participating Providers

Date: July 10, 2014

Re: Capitation Payments
Better Health

MEDICAID ONLY

Better Health is committed to strengthening its relationship with its outstanding provider partners. We are listening to you and making improvements that will assist you in providing excellent care to our members.

The plan is in the process and will continue to diligently reconcile membership to appropriate PCP's as we understand the importance of the member-PCP relationship. The plan receives daily files from the state with updates and changes that may or may not affect current or future payments.

Within the next few days you may be receiving July capitation payments. After reviewing the payment detail including member roster, there may be some concerns related to members that you feel are not reflected.

We are receiving daily member phone calls requesting PCP changes as the member receives their member ID in the mail. The PCP changes in July will be reflected in the August capitation payments. As a provider, you have access to your member roster through our Provider Portal on our website www.betterhealthflorida.com.

We kindly ask for your continued cooperation as we ensure your members of record are accounted for in the coming months. If you have any questions please contact Provider Services toll-free at (877) 915-0551.

Sincerely,

Better Health