

Aetna Better Health® of Florida  
8200 NW 41<sup>st</sup> Street  
Doral, FL 33166



# Aetna Better Health® of Florida

## Welcome to Private Duty Nursing (PDN) Services

Dear Member/Guardians:

Your health is important to us. Aetna Better Health of Florida (ABHFL) wants you to get the care that they need.

### **What to expect on your first PDN visit?**

The Private Duty Nurse (PDN) will access and review your chart observations at each visit, including the review of your medication and vital signs.

The PDN may also assist with some of the following services based on each member's need:

- Administering prescription and over-the-counter medications
- Taking your vital signs and recording them
- Collecting samples for testing
- Educating you on proper nutrition
- Dress or redress wounds and assess the healing progress

### **As a patient you have the responsibility to:**

- Remain under a doctor's care while receiving agency services
- Provide the agency with complete and correct health information and to report any unexpected changes in your condition
- Sign the required consents prior to care being given or received
- Following directions and asking questions

It is our goal to make sure that you get the best home health services and care from our providers. **Let us know right away if there are any issues with ANY of the services provided and need help.**

**We are here for you!** If you have a case manager, please reach out directly to him/her or call member services phone number for immediate assistance (including after hours) at:

- Medicaid **1-800-441-5501**
- Comprehensive Long-Term Care **1-844-645-7371**

Aetna Better Health of Florida  
Member Services Department

**AetnaBetterHealth.com/Florida**

FL-20-03-01

This information is available for free in other languages and formats. Please contact our customer service number at 1-844-645-7371 and TTY/TDD 7-1-1, Monday through Friday, from 8 AM to 7 PM.

Esta información está disponible de manera gratuita en otros idiomas y formatos. Comuníquese con Servicios al Cliente al 1-844-645-7371 (TTY o TDD: 7-1-1), de lunes a viernes, de 8:00 a. m. a 7:00 p. m.

Enfòmasyon sa a disponib gratis nan lòt lang yo ak vèsyon yo. Tanpri kontakte nimewo sèvis kliyan nou an nan nimewo 1-844-645-7371 ak TTY/TDD 7-1-1, sòti lendi pou rive vandredi, ant 8è nan matin pou rive 7è nan aswè.

Ces informations sont disponibles gratuitement dans d'autres langues et formats. Pour plus d'informations, veuillez contacter notre numéro de Service à la Clientèle au 1-844-645-7371 et notre service de télécopieur ou appareil de télécommunications pour malentendants (TTY/TDD) au 7-1-1 du lundi au vendredi, de 8 h à 19 h.

Queste informazioni sono disponibili gratuitamente in altre lingue e formati. Si prega di contattare il nostro

Servizio Clienti al numero 1-844-645-7371 e TTY/TDD 7-1-1, dal lunedì al venerdì, dalle 8:00 alle 19:00.

Эти сведения можно бесплатно получить в переводе на другие языки или в другой форме. Просто позвоните в наш отдел обслуживания, телефон 1-844-645-7371 (TTY/TDD 7-1-1). Линия работает с понедельника по пятницу с 8 утра до 7 вечера.