

The Availity Provider Portal is now open to all Aetna Better Health of Pennsylvania Providers

Easy Method, Helpful Tools

You told us you wanted one efficient workflow to communicate with payers, so we teamed up with Availity® to streamline the process. We are excited to announce that Aetna Better Health is now on the Availity Provider Portal, the same platform used by Aetna Commercial and Medicare. That means you only need access to one website to interact with all Aetna products, using your secure Availity user- name and password.

On the Availity portal for Aetna Medicaid providers, you can use:

- Payer Spaces
- Claims Submission Link (Change HealthCare)
- Contact Us messaging
- Claims status inquiry
- Appeals and Grievances
- Grievance submission
- Appeal submission
- Grievance and appeals status
 - Grievance submission
 - Appeal submission
 - Grievance and appeals status
- Panel Roster-Panel lookup

- Reports
 - PDM/ProReports (Provider Deliverables Manager)
 - Ambient (business intelligence reporting)
- Prior Authorization-Submission and status lookup

Coming soon to Availity for Aetna Medicaid providers, you will have:

- Eligibility and Benefits in Q2/2021
- Remit PDF in Q3/2021
- Enhanced Panel Roster in Q3/2021
- Enhanced G&A tool in Q3/2021

Already Registered?

If you are already registered in Availity, you will simply select Aetna Better Health from your list of payers to start using the available tools and features above.

Get registered

If you are not registered, we recommend that you do so immediately. Go to the Get Started with Availity Provider Portal microsite for free tips and training on how to register with Availity.

For registration assistance, just call Availity Client Services at 1-800-282-4548 between 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays). Un-registered providers should watch for the emails coming soon from Availity, there will be a wealth of information in there to assist you on what your next steps should be.

COMING SOON Visit our Landing Page at www.availity.com/AetnaMedicaidProviders where you will find information about our new Availity Provider Portal.