



Availity to be Exclusive ABH of Texas Provider Portal Effective 1/1/2022

Earlier this year, Aetna Better Health of Texas announced the launch of its new provider portal, Availity. Availity offers a superior user-friendly model with a multitude of self-service tools. Its multi-payer platform offers a national and regional payer presence and allows a seamless provider experience.

We are pleased that many providers have accessed the Availity portal and we hope you find the new tools easy-to-use. For the past several months, the Availity portal functionality has existed in parallel with our Medicaid Web Portal. Effective January 1, 2022, the Medicaid Web Portal and its tools will be retired and no longer available to providers.

If you have not already done so, please register for the Availity portal by accessing this address: <https://www.availity.com/provider-portal-registration>. For registration assistance or any technical need, please call Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays).

All current functionality of the Medicaid Web Portal has parallel functionality on Availity. After you log in, a crosswalk is available at this address: https://apps.availity.com/availity/help-providers/source/portal_providers/payer_tools/aetna_better_health/topics/c_aetna_medicaid_or_osswalk.html. It will match the tools from our Medicaid Web Portal to their corresponding tools and access in Availity.

There are many free webinars that show you all the tips and tricks to finding your way around Availity. Availity offers free on-demand and live training in the Availity Learning Center (ALC). Log in and select Help & Training > Get Trained to search the catalog. For trainings applicable to Aetna Better Health, search "ABHMC" in the Availity Learning Center.

As a reminder, Availity is available to help you with all your technical needs as well. Just call 1-800-AVAILITY. For any other questions, please contact your provider rep directly or Provider Services at: 1-800- 248-7767 (Bexar), 1-800-306-8612 (Tarrant) and 1-844-787-5437 (STAR Kids).

Thank you, as always, for the support and care that you provide to our members!