

April 2021

## EXCITING NEWS

### The Availity Provider Portal is now open to all Aetna Medicaid Providers

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 Medicaid 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

And 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

### Get Registered

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

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, 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). 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](http://www.availity.com/AetnaMedicaidProviders) where you will find information about our new Availity Provider Portal.

### Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.