



# Aetna Better Health<sup>®</sup> of Maryland

## Availity Provider Portal Update

**GOOD NEWS NO MORE FAXING!!!!**

**SOMETHING MUCH BETTER THAN FAXING-USE THE AVAILITY PROVIDER PORTAL FOR ALL YOUR PRIOR AUTHORIZATION NEEDS**

Still faxing your prior authorizations, medical records, or additional information forms for your requests? There's a better way: submit your prior authorization and upload your supporting documentation electronically through our provider portal on Availity. Log in at [www.availity.com](http://www.availity.com). If you are not already registered that's okay, you can get registered at [www.availity.com/provider-portal-registration](http://www.availity.com/provider-portal-registration).

### **Here's how it works**

On Availity, submit a prior authorization or prior auth inquiry transaction and upload your documentation. Or view the status to retrieve the event, then upload the documentation. Didn't use Availity for the initial request? That's OK. You can still use Availity to upload your documentation. Do a prior authorization inquiry, then follow the status in your Availity auth/referral dashboard to upload your document.

### **Use a current form when needed**

No matter what you upload, it's best to include a current form with your initial request. You don't have to wait for us to ask you for it. Get our forms on our website at <https://www.aetnabetterhealth.com/maryland/providers/forms.html> and complete it online and save it to your computer to use during your prior auth request. Download a new form each time you need it, so you'll always have the most current one.

### **Give us an hour. We'll teach you how to use Availity**

Availity offers free live webinars to show you it works. For help and training, log in at [www.availity.com](http://www.availity.com) and then select Help & Training>Get Trained and search for the Authorization Submissions and follow-up training for Aetna Better Health and Mercy Care Providers – Recorded Webinar.