



Aetna Better Health® of Texas

Online Pre-Authorization Submission Update

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.

Part of the Availity functionality that is available to our providers is the online submission of prior authorization requests. We are pleased that many providers have accessed this tool. We hope you find the new tools easy-to-use.

For the past several months, both the previous functionality for auth submission through CareWebQI and the new functionality in Availity have existed in parallel. We are sharing with you today that, effective 11:59pm on Friday, September 17, 2021, the CareWebQI portal will no longer be 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, 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).

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!