



Aetna Better Health®

## Availity enhancement: real-time appeal status updates

You asked for better visibility into the status of appeals and reconsiderations, and we listened. Beginning October 17, Availity will provide real-time status information for appeals and disputes submitted through the portal—making it easier to track your cases without contacting Aetna for an update.

### What's changing?

As part of a system enhancement, providers will now be able to access **real-time appeal and dispute status information** for all appeals and disputes submitted through Availity. Please refer to the examples provided below displaying the future experience to illustrate the real time update.

|                                                                                                             |                     |                        |                    |                |   |
|-------------------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------|----------------|---|
| <div> <b>Initiated - Reconsideration</b><br/>         Created: 05/01/2026 • Updated 05/01/2026       </div> |                     |                        |                    |                | ≡ |
| Claim Number                                                                                                | Payment Information | Patient Name           | Service Begin Date | Billed Amount  |   |
| Method of Receipt                                                                                           | Payment Date        | Patient Account Number | Service End Date   | Payment Amount |   |

|                                                                                                    |                     |                        |                    |                |   |
|----------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------|----------------|---|
| <div> <b>Initiated - Appeal</b><br/>         Created: 04/09/2026 • Updated 04/09/2026       </div> |                     |                        |                    |                | ≡ |
| Claim Number                                                                                       | Payment Information | Patient Name           | Service Begin Date | Billed Amount  |   |
| Method of Receipt                                                                                  | Payment Date        | Patient Account Number | Service End Date   | Payment Amount |   |

Example: When a case is submitted in Availity by a provider.

|                                                                                                                                                 |                     |                        |                    |                |   |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------|----------------|---|
| <div> <b>Finalized - Appeal - Dispute Closed</b> <span>Record Updated</span><br/>         Created: 07/08/2024 • Updated 06/30/2026       </div> |                     |                        |                    |                | ≡ |
| Claim Number                                                                                                                                    | Payment Information | Patient Name           | Service Begin Date | Billed Amount  |   |
| Method of Receipt<br>Availity                                                                                                                   | Payment Date        | Patient Account Number | Service End Date   | Payment Amount |   |

|                                                                                                                                                 |                     |                        |                    |                |   |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------|----------------|---|
| <div> <b>Finalized - Appeal - Dispute Closed</b> <span>Record Updated</span><br/>         Created: 07/01/2024 • Updated 06/30/2026       </div> |                     |                        |                    |                | ≡ |
| Claim Number                                                                                                                                    | Payment Information | Patient Name           | Service Begin Date | Billed Amount  |   |
| Method of Receipt<br>Availity                                                                                                                   | Payment Date        | Patient Account Number | Service End Date   | Payment Amount |   |

|                                                                                                                                                          |                     |                        |                    |                |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------|----------------|---|
| <div> <b>Finalized - Reconsideration - Dispute Closed</b> <span>Record Updated</span><br/>         Created: 07/02/2024 • Updated 06/30/2026       </div> |                     |                        |                    |                | ≡ |
| Claim Number                                                                                                                                             | Payment Information | Patient Name           | Service Begin Date | Billed Amount  |   |
| Method of Receipt<br>Availity                                                                                                                            | Payment Date        | Patient Account Number | Service End Date   | Payment Amount |   |

Example: what Availity will provide as an update to the appeal/dispute status once a case has been closed.

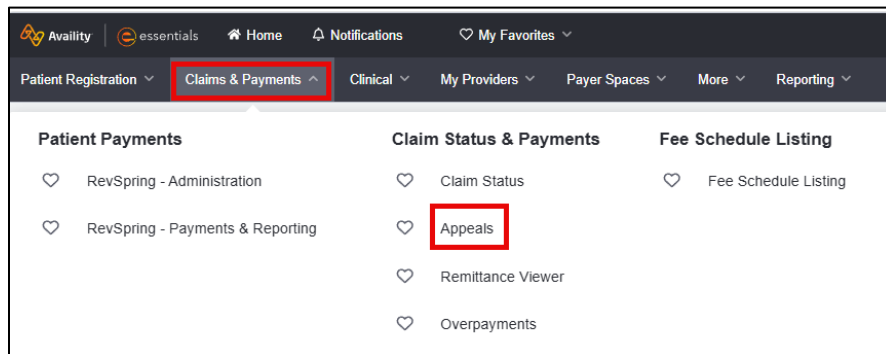
This enhancement resolves a previous issue that limited appeal status visibility and provides a more seamless self-service experience when tracking submitted appeals and disputes.

## What this means

Beginning October 17, providers will be able to:

- View the current status of submitted appeals and disputes in real time.
- Access status information directly through Availity without needing to contact Aetna Better Health for updates.
- Monitor appeals and disputes more efficiently through enhanced self-service functionality.

The Appeals Dashboard can be accessed through the Claims & Payments page as shown below.



*Example: Select Claims & Payments, then choose Appeals.*

## What is not changing

- The appeal and dispute submission process remains unchanged.
- Existing appeal and dispute requirements, timelines, and workflows remain unchanged.
- This update only affects the visibility of appeal and dispute status information within Availity.

Thank you for your continued partnership.

Sincerely,

**Provider Engagement Aetna Better Health®**