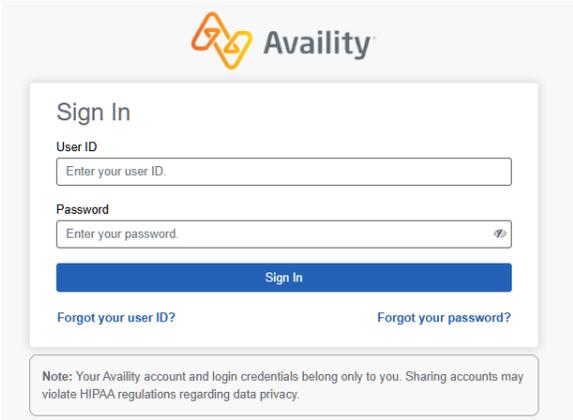
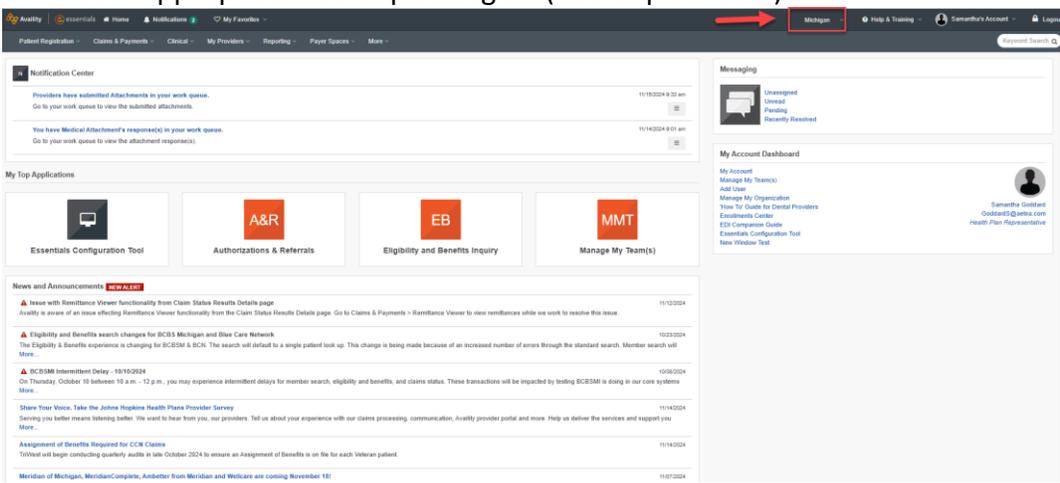


# AMA- How to Access Community Resources in the Availity Provider Portal

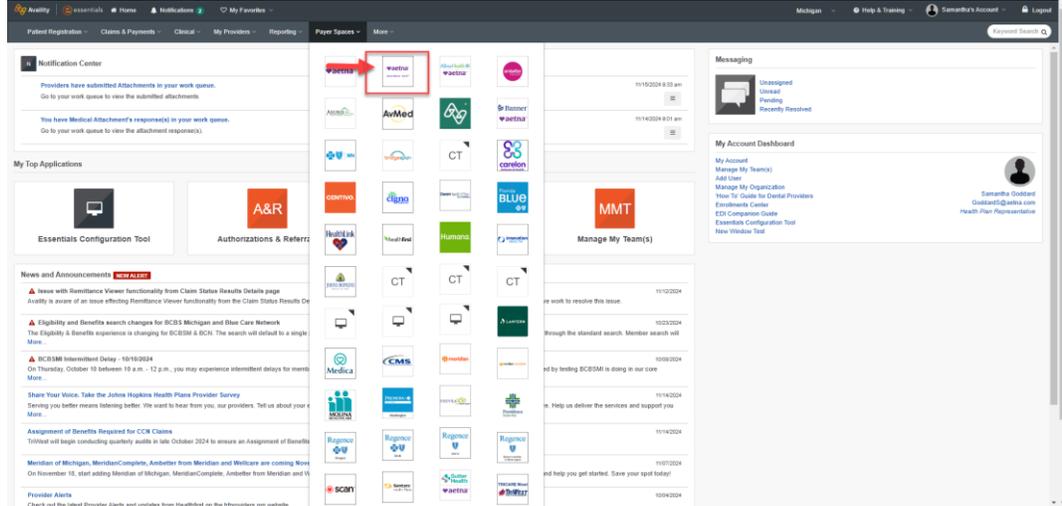
## Introduction

This Job Aid outlines what steps a provider will take to access the Community Resource Directory (CRD) payer space application in Availity, the Provider Portal.

Step	Action
1.	<p><b>Log on to the portal using your credentials at</b>  <a href="https://apps.availity.com/web/onboarding/availity-fr-ui/#/login">https://apps.availity.com/web/onboarding/availity-fr-ui/#/login</a></p> 
2.	<p><b>Select the appropriate health plan region (health plan state)</b></p> 

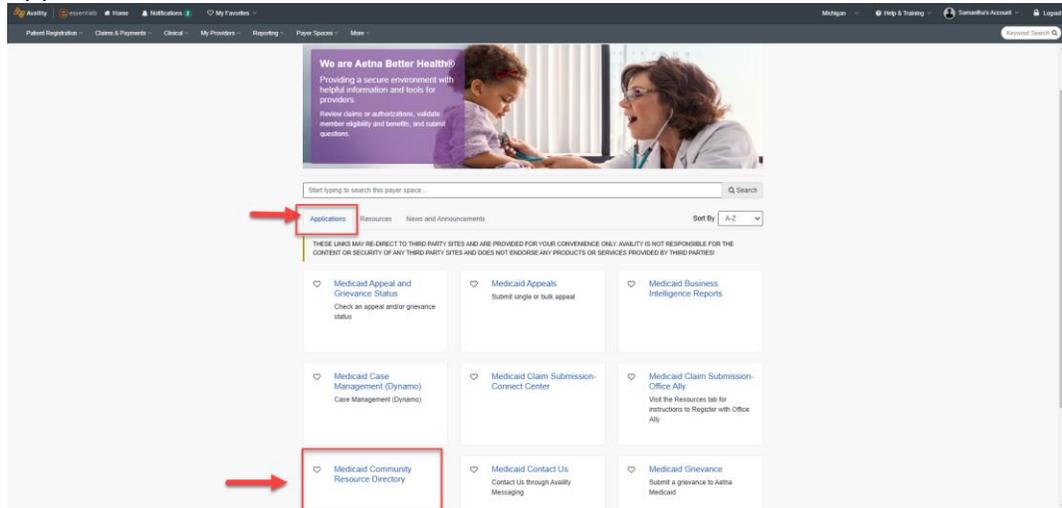
3.

Under **Payer Spaces** select the **Aetna Better Health** tile



4.

Under **Applications** select the **Medicaid Community Resource Directory** application tile



5.

Enter the **required** details and select **Retrieve Provider Info**

## Community Resource Directory

Give Feedback



Select Organization \*  
Select... | v

Provider NPI \*  
[Text Input]

Member ID \*  
[Text Input]

Provider Tax ID (Optional)  
[Text Input]

\* = Required Field

To reduce the number of available providers, we suggest you enter a Tax ID

 Retrieve Provider Info

Provider Search Results

**Note:** Required fields are marked with an \*

6. Select the appropriate **Provider** from the **Provider Search Results**

## Community Resource Directory

Give Feedback



Select Organization \*  
Aetna Medicaid Administrators | v

Provider NPI \*  
1 [Text Input]

Member ID \*  
[Text Input]

Provider Tax ID (Optional)  
[Text Input]

\* = Required Field

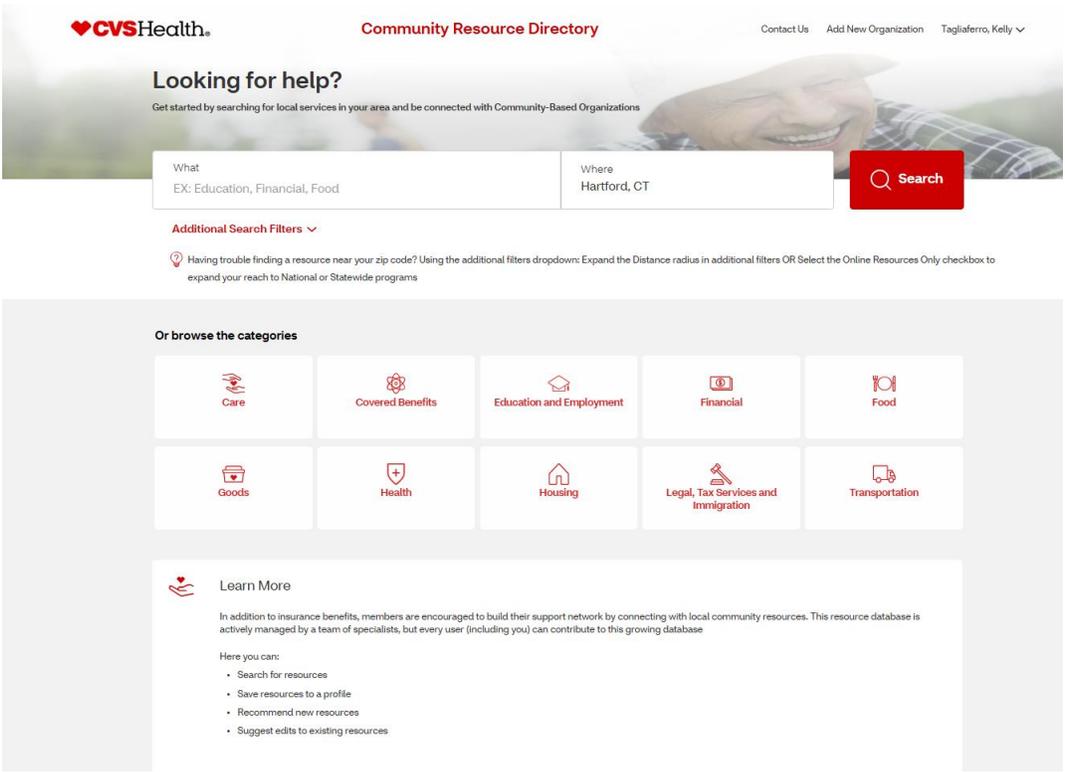
To reduce the number of available providers, we suggest you enter a Tax ID

Clear Retrieve Provider Info

Provider Search Results

SWEIER, CYNTHIA M	TIN: 617 [Text Input]	 <b>Select</b>
NPI: 11 [Text Input]		

**Note;** Once the provider selection has been made the CRD tool will open.

	 <p>The screenshot shows the CVS Health Community Resource Directory interface. At the top, there is a navigation bar with the CVS Health logo, the title 'Community Resource Directory', and links for 'Contact Us', 'Add New Organization', and a user profile 'Tagliaferro, Kelly'. Below this is a large banner with the heading 'Looking for help?' and a sub-heading 'Get started by searching for local services in your area and be connected with Community-Based Organizations'. A search form is present with two input fields: 'What' (with an example 'EX: Education, Financial, Food') and 'Where' (with 'Hartford, CT'). A red 'Search' button is to the right. Below the search form is a section for 'Additional Search Filters' with a dropdown arrow and a help icon. A message explains that users can expand their search radius or select 'Online Resources Only' to reach national or statewide programs. The main content area is titled 'Or browse the categories' and contains a grid of ten category icons: Care, Covered Benefits, Education and Employment, Financial, Food, Goods, Health, Housing, Legal, Tax Services and Immigration, and Transportation. At the bottom of this section is a 'Learn More' box with a sub-heading and a paragraph explaining that the resource database is actively managed by specialists and that users can contribute. A list of actions users can take is provided: search for resources, save resources to a profile, recommend new resources, and suggest edits to existing resources.</p>
7.	End Process