



Monthly Provider Claims Training

August 2020

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Aetna Better Health of Florida Public Website

Providers can access the Aetna Better Health of Florida website at [AetnaBetterHealth.com/Florida](https://www.aetna.com/betterhealth/florida)

The website contains the below information for providers to access:

- Provider Directory
- Provider Manual
- Notifications and Newsletters
- Authorizations
- Document Library
- Pharmacy
- Practice Guidelines
- Provider Education
- Provider Portal
- Resources
- HEDIS



For more information, review our [Provider Portal Instructions](#)

Provider Secure Web Portal Registration

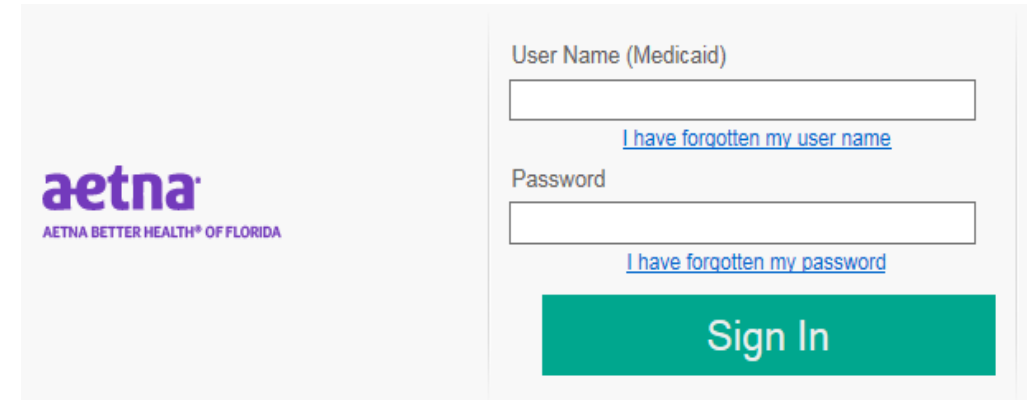
Providers should register for the provider web portal.

To get started:

- Complete the web portal registration form
- Submit web portal registration form to Provider Relations
- Review our provider web portal navigation guide
- Each Federal Tax ID (TIN) will have one account, with a primary administrator.
- The primary representative can add authorized representatives within their office to their account

If you'd like help registering or would like a demonstration, contact Provider Relations at **1-800-441-5501**.

TIP: Remember, internet access with a valid e-mail address is required for registration.



The screenshot shows the Aetna provider web portal login interface. On the left is the Aetna logo with the tagline 'AETNA BETTER HEALTH® OF FLORIDA'. On the right is a login form with two input fields: 'User Name (Medicaid)' and 'Password'. Below each field is a blue link: 'I have forgotten my user name' and 'I have forgotten my password' respectively. At the bottom right of the form is a prominent green button labeled 'Sign In'.

Provider Secure Web Portal

Our enhanced, secure HIPPA- complaint and user-friendly web portal supports the functions and access to information that you need to take care of your patients.

Popular features include:

- *Single sign-on* – One login and password allows you to move smoothly through various systems.
- *Mobile interface* – Enjoy the additional convenience of access through your mobile device.
- *Personalized content and services* – After log-in, you will find a landing page customized for you.
- *Real-time data access* – View updates as soon as they are posted.
- *Better tracking* – Know immediately the status of each claim submission and medical PA request.
- *eReferrals* – Go paperless. Refer patients to registered specialists electronically and communicate securely with the provider.
- *Auto-Auths* – Depending on the auth type and service location, it is possible to receive an auto-approval on your request.
- *Detailed summaries* – Find easy access to details about denied PA requests or claims.
- *Enhanced information* – Analyze, track and improve services and processes.
- *Access to Member Care* – You can connect to your patients and their care teams. You can access:
 - A real-time listing of your patients
 - Information on your practice
- Email capability with care managers

Q & A



**For more information please contact your Network
Relations Consultant or a Provider Services
Representative.**

Thank you.

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