

PROVIDER BULLETIN



AETNA BETTER HEALTH® OF FLORIDA

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Date:	December 22, 2020
Purpose:	Provider Bulletin: Alert providers on Availity transition and obtain email addresses for smooth transition
Subject:	Aetna Provider Portal transitioning to Availity
Products:	MMA, LTC, FHK
From:	<u>Provider Relations</u>

Coming Soon-We are Joining Availity

We are eager to announce that we will be transitioning from our current provider portal to Availity in early 2021. We are excited about the increase in online interactions available to support you as you provide services to our members.

Some highlights of increased functionality include:

- EFT registration
- Claims look up
- Online claim submission
- Prior authorization submission and look up
- Grievance and appeals submission

And best of all, we will continue to build upon this platform by rolling out enhanced functions in 2021 such as:

- Panel searches
- A new robust prior authorization tool
- Review of G & A cases
- Eligibility and member look up

Be on the lookout over the next few months for co-branded emails directly from Availity as new products roll out and training plans are developed.

Please be sure to reach out to us via email at FLMedicaidProviderRelations@Aetna.com to ensure we have your most recent email address. Your email subject line should include the title and + NPI #. Example (Email Address Update + 12345678).

If you have any questions please feel free to contact us via e-mail:

FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you,
Aetna Better Health of Florida
Provider Relations Department

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