



January 24, 2022

## Aetna Medicaid Provider Portal available until further notice

Dear Provider:

Aetna Better Health and Availity appreciate your feedback on the retirement of the Medicaid Provider Portal. After careful consideration, the secure web portal will remain available until further notice. We value our providers and are dedicated to making this a seamless transition experience for you. Our teams will continue working to ensure that all existing functionality is present on Availity Essentials.

**Please note: This message, as well as previous communications, applies to all physical medicine and behavioral health providers.** Aetna Better Health Dental and Vision providers should disregard and may continue utilizing their existing portal.

Availity Essentials remains Aetna Better Health’s preferred provider portal. As a registered Essentials user, you can immediately begin working with Aetna Better Health of Illinois and other participating payers in your region. We encourage you to begin using Essentials for Aetna Better Health today, which includes these tools and features:

Claim Submissions	Appeals & Grievance Appeals	Prior Authorization Submission
Claim Status Inquiries	Appeals & Grievance Status	Prior Authorization Status
Payer Space	Panel Rosters	Eligibility and Benefits
Contact Us Messaging	Reports/PDM	

### Let the Aetna Better Health Crosswalk be your guide

Log in to Availity Essentials and go straight to the Crosswalk for all the Aetna Better Health tools and resources you need.

[Show Me the Way](#)

### Training Resources

Take advantage of your 24/7 access to recorded webinars that you can start, pause, and view at your convenience.

[Get Started Today](#)

### REGISTER TODAY [Availity Essentials](#)

We encourage you to register for your free account today if you are not currently registered. On Essentials, you only need ONE user ID and password to work with Aetna Better Health and other participating payers in your region. Getting your account is easy. First, your organization must designate an administrator for your office. The administrator is required to register the organization and will be responsible for adding new users.

Thank you,  
Aetna Better Health® of Illinois