

July 1, 2019

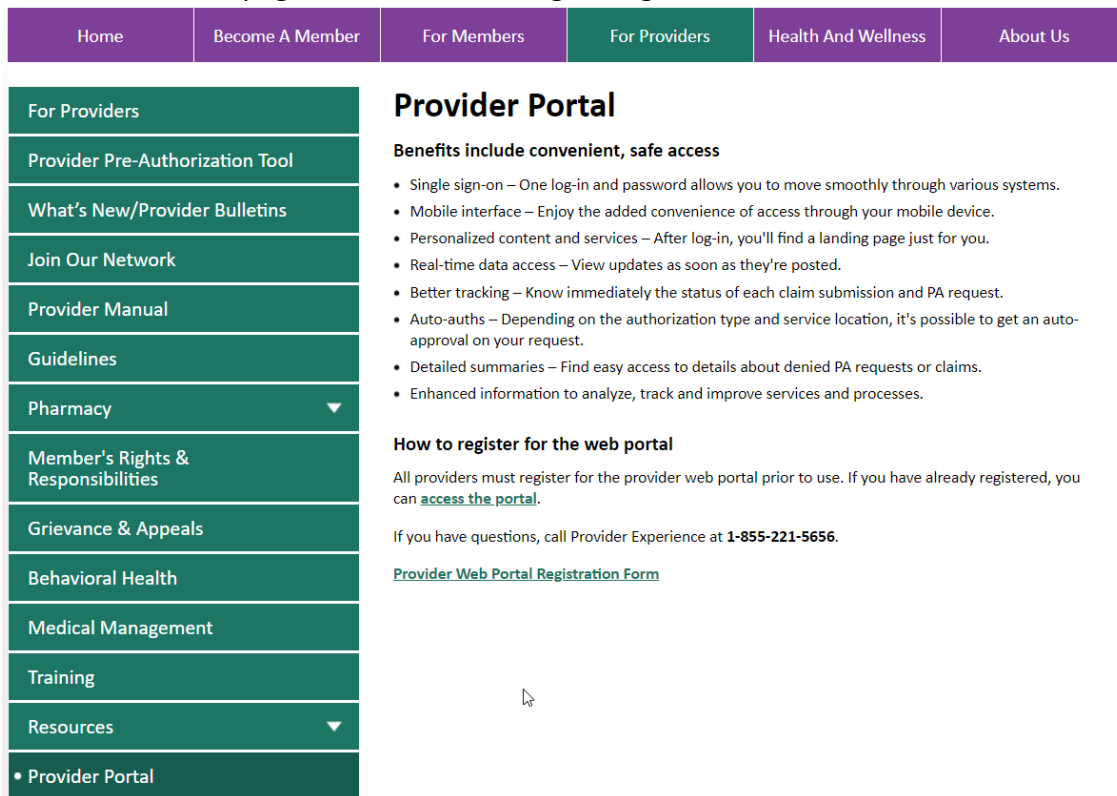
Provider Secure Web Portal Instructions & Overview

Aetna Better Health of Kansas (Aetna Better Health) wishes to provide the following login and navigation instructions for our Secure Web Portal www.aetnabetterhealth.com/kansas :

Register to become a Secure Web Portal User

Using the purple tabs across the top, select “For Providers”

On left side of the page, scroll down through the green tabs and select “Provider Portal”



The screenshot shows the website's navigation menu at the top with tabs: Home, Become A Member, For Members, For Providers (selected), Health And Wellness, and About Us. Below the menu is a sidebar with green tabs: For Providers, Provider Pre-Authorization Tool, What's New/Provider Bulletins, Join Our Network, Provider Manual, Guidelines, Pharmacy, Member's Rights & Responsibilities, Grievance & Appeals, Behavioral Health, Medical Management, Training, Resources, and Provider Portal (selected). The main content area is titled "Provider Portal" and includes the following text:

Benefits include convenient, safe access

- Single sign-on – One log-in and password allows you to move smoothly through various systems.
- Mobile interface – Enjoy the added convenience of access through your mobile device.
- Personalized content and services – After log-in, you'll find a landing page just for you.
- Real-time data access – View updates as soon as they're posted.
- Better tracking – Know immediately the status of each claim submission and PA request.
- Auto-auths – Depending on the authorization type and service location, it's possible to get an auto-approval on your request.
- Detailed summaries – Find easy access to details about denied PA requests or claims.
- Enhanced information to analyze, track and improve services and processes.

How to register for the web portal

All providers must register for the provider web portal prior to use. If you have already registered, you can [access the portal](#).

If you have questions, call Provider Experience at **1-855-221-5656**.

[Provider Web Portal Registration Form](#)

Click on the Provider Web Portal Registration Form

<https://www.aetnabetterhealth.com/kansas/assets/pdf/providers/forms/Aetna%20Better%20Health%20of%20Kansas%20Web%20Portal%20Registration.pdf>

- This only needs to be completed to establish an Administrative account for an entity
- Provider Administrators can create additional staff accounts as needed

Print and complete the form in its entirety

Fax the completed form to: (855) 215-8760 **or** Email it to: ProviderExperience_KS@aetna.com


Registration Notification

Once you have been registered, you will receive two (2) emails. These emails may take up to **24 72** hours to be generated. Also, if you've not received them, please check your trash and/or spam folders.:

- The first email informs you that your user account has been established. This email will include your User Name and Provider ID. The second email will include a link that enables you to verify your information, User name & provider #, as well as the ability to establish answers to secret questions should you need account logon recover in the future.
- Once your account is verified, you will need to go to our provider website <https://www.aetnabetterhealth.com/kansas/providers/portal> to log into the provider portal, <https://medicaid.aetna.com/MWP/login.fcc>

Log In to the Provider Secure Web Portal

Today is Tuesday | 13 May, 2014 | Help



To change the plan [Click here](#)

User name

[I have forgotten my user name](#)

Password

[I have forgotten my password](#)

[Sign In](#)

Why register for this secure web portal?

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please SIGN IN.

Please register if you are a current provider or member and wish to access your account.

[Register now as PROVIDER](#) [Register now as MEMBER](#)

Enter User name and Passwords provided in the emails and click the "Sign In" button.

Provider Secure Web Portal Landing Page

Home | My Account | Tasks | Administration

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AETNA BETTER HEALTH® OF KANSAS

Welcome to your secure benefits center

Welcome to the Aetna Better Health of Kansas secure web portal. This web portal provides you with real-time access to your health plan info. If you need help in using the portal, please click on Help located in the above tool bar.

News feed

In an effort to streamline and refine claims processing and improve claims payment turnaround time, we encourage providers to electronically submit claims. To submit claims electronically, under Resources section, for medical claims, please click on Change Healthcare.

For information on prescription formulary search and updates please click on Formulary Process in the Resources section.

For information on electronic pharmacy prior authorization submission, based on your prior authorization arrangement, please click on Governymeds or SureScripts in the Resources section.

Messages

- You have **0 Message(s)** in your Inbox.
- You have **0 Document(s)** in your Posts.

Contact Us

Questions? We're here to help. Just call Provider Experience Department at 1-855-221-5656, Hearing impaired (TTY/TDD): 711

or Email us at ProviderExperience_KS@AETNA.com

You can contact us [click here](#).

Resources

Provider Documents

- Centers for Medicare & Medicaid Services(CMS)
- KanCare - Medicaid for Kansas
- Kansas Department of Health and Environment (KDHE)
- Department for Children and Families (DCF)
- Kansas Department for Aging and Disability Services (KDADS)

Download the latest version of Adobe Acrobat Reader [click here](#).

My Account
User Details
Provider Details
Change Password
Change Secret Question
Inbox
Attachments
E-Referral

Tasks
Authorization Search
Claims Search
Search Remittances
Search Members
Panel Roster
Search Providers

Administration
User List
Add Users

Health Tools
PA Requirement Search Tool
Submit Authorizations
Case Management
Register for EFT
Register for ERA
Business Intelligence Reports

Important Links
KS 1557 Nondiscrimination Notice
Authorization Submission User Guide
FAQ
Disclaimer
Sitemap
Referrals and Authorizations

Contact Us
Questions? We're here to help. Just call Provider Experience Department at 1-855-221-5656, Hearing impaired (TTY/TDD): 711
or Email us at ProviderExperience_KS@AETNA.com
You can contact us [click here](#).

- Navigation bars are located at the header and footer of the page
- News Feed, Messages and Contact Information are located in the body of the landing page
 - *Messages in your Inbox* indicate the number of messages you have waiting for you from Aetna Better Health of Kansas
 - You may use *Messages in your Inbox* to send us secure communications
 - *Documents in your Posts* may include items such as, attachments from communications or Aetna Better Health of Kansas Provider Newsletters and Announcements
- Links to valuable Resources are found on the right-hand side of the landing page

Tasks

Search Authorizations

- Authorization results
- Display authorization details

Home | My Account | **Tasks**

Home > Tasks > Search Authorizations > Authorization Results

About Authorization Search

This page lists authorization records matching your input criteria. Select the Authorization ID to display the details of the authorization. You can Print or Download the authorizations list using the icon links on the page.

Search Authorizations

Search Results (5)

Authorization ID	Authorization Header Status	Authorization Type	Member Name	Requesting Provider Name	Servicing Provider Name	Submission Date
[REDACTED]	INPROCESS	Inpatient	[REDACTED]	[REDACTED]	[REDACTED]	02/17/2013
[REDACTED]	APPROVED	Outpatient	[REDACTED]	[REDACTED]	[REDACTED]	07/15/2013
[REDACTED]	APPROVED	Outpatient	[REDACTED]	[REDACTED]	[REDACTED]	01/21/2013
[REDACTED]	APPROVED	Outpatient	[REDACTED]	[REDACTED]	[REDACTED]	01/10/2013
[REDACTED]	APPROVED	Outpatient	[REDACTED]	[REDACTED]	[REDACTED]	03/19/2013

Displaying 1 - 5 of 5 results

Search Tips

Not able to find the right results? Try again by clicking on 'Search Authorization' bar (in the center of the page) to edit your search criteria.

Home > Tasks > Search Authorizations > Authorization Results > Authorization Details

About Authorization Details

This page displays details of a single authorization.

Authorization Details

Authorization Information

Authorization ID	14006000007	Authorization Submission Date	01/05/2014
Authorization Status	APPROVED	Submitted By	90
Authorization Type	Outpatient		

Member Information

Member Name	[REDACTED]	Member ID	[REDACTED]
DOB	[REDACTED]	Member Policy Benefit	[REDACTED]
Gender	[REDACTED]	Eligibility Effective Date	[REDACTED]
		Eligibility Termination Date	[REDACTED]

Requesting Provider

Name	[REDACTED]
Provider NPI	[REDACTED]
Provider ID	ZZP0000000000035

Servicing Provider

Name	[REDACTED]
Provider NPI	[REDACTED]
Provider ID	ZZP000000001053

Medical Indications

Diagnosis Code	173.41	Diagnosis Description	BASAL CELL CARCINOMA OF SCALP AND SKIN OF NECK
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Service Line Information

Service Line No.	Service Group	Start Date	End Date	Admit Date	Status	CPT Code	CPT Description	Rev Code	Units
1		01/10/2013	03/11/2013	12/31/2078	APPROVE D	11501	EXCISION MAL LESION TRUNK/ARM/LEG 0.6-1.0 CM		1

Done

Go back to Authorization Search Results

Search Claims

Aetna Better Health® of Kansas
 9401 Indian Creek Parkway, Suite 1300
 Overland Park, KS 66210



- Claim results
- Display claim details

Home | My Account | Tasks | Administration

Home > Tasks > Search Claims

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About Claims Search

This page allows you to search for claims. You should refine your search by providing search criteria such as Claim Status, Claim Type, Date Range, etc.

Search Claims

Note: Please select a Provider Name

Member/Provider Information

Member Last Name:

Member ID:

Provider Name: *

Claim Information

Claim ID:

Claim Type:

Claim Status:

Service Date Range

Date From (mm/dd/yyyy):

Date To (mm/dd/yyyy):

Search Results

Search Tips

Home | My Account | Tasks | Search Claims

Home > Tasks > Search Claims > Search Claim Results

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About Claims Search

This page lists claim records matching your input criteria. Select the Claim Number to display the details of the claim. You can Print or Download the claim list using the icon links on the page.

Search Claims

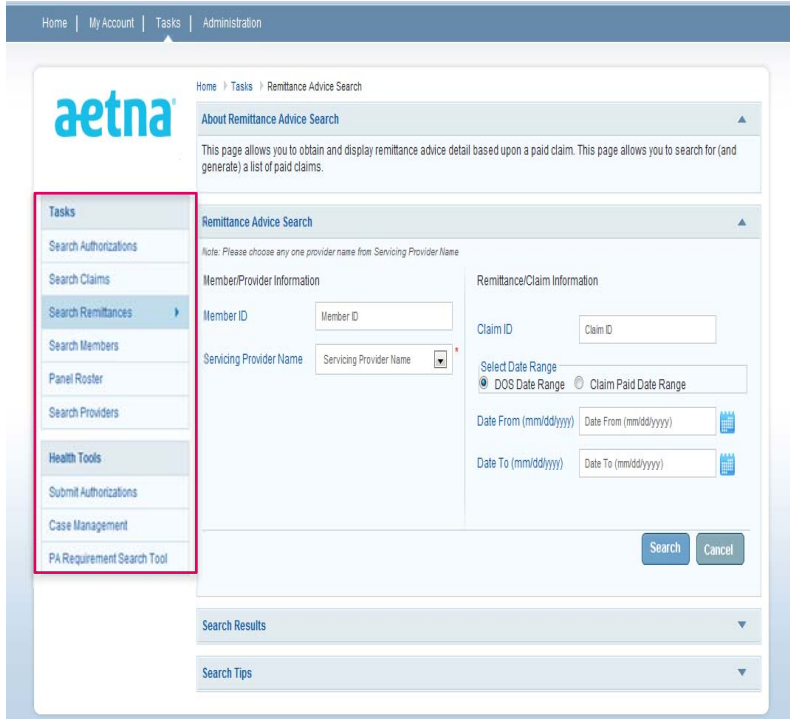
Search Results (20)

Claim ID	Check No	Claim Type	Member Name	Paid Date	Provider Name	Claim Status	Total Billed Amount	Total Paid
13305000003A		Professional	LNAME14, FNAME2			OPEN		
13347E22081	12	Professional	LNAME11, FNAME11	12/20/2013		PAID		
13347E22081A		Professional	LNAME11, FNAME11	04/09/2014		PAID		
13347E22081A	10008	Professional	LNAME11, FNAME11	04/09/2014		PAID		
13347E22081A	10015	Professional	LNAME11, FNAME11	04/09/2014		PAID		
13347E22081R		Professional	LNAME11, FNAME11			REV		
13347E22082	12	Professional	LNAME12, FNAME2	12/20/2013		PAID		
13347E22082A		Professional	LNAME12, FNAME2	04/09/2014		PAID		
13347E22082A	10008	Professional	LNAME12, FNAME2	04/09/2014		PAID		
13347E22082A	10015	Professional	LNAME12, FNAME2	04/09/2014		PAID		
13347E22082R		Professional	LNAME12, FNAME2			REV		
13347E22083	19	Professional	LNAME11, FNAME11	12/20/2013		PAID		
13347E22083A		Professional	LNAME11, FNAME11	04/09/2014		PAID		

Search Remittance Advices

- Generate a list of paid claims

- Display detail of paid claims



Home | My Account | Tasks | Administration

Home > Tasks > Remittance Advice Search

Tasks

- Search Authorizations
- Search Claims
- Search Remittances
- Search Members
- Panel Roster
- Search Providers
- Health Tools
- Submit Authorizations
- Case Management
- PA Requirement Search Tool

Remittance Advice Search

Note: Please choose any one provider name from Servicing Provider Name

Member/Provider Information

Member ID:

Servicing Provider Name:

Remittance/Claim Information

Claim ID:

Select Date Range

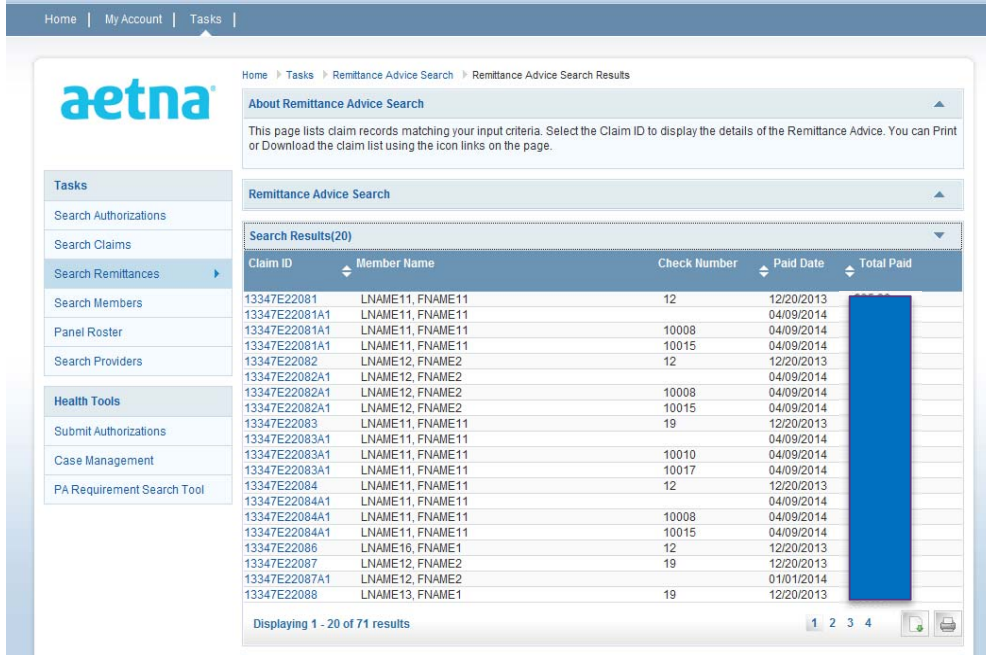
DOS Date Range Claim Paid Date Range

Date From (mm/dd/yyyy): Date From (mm/dd/yyyy):

Date To (mm/dd/yyyy): Date To (mm/dd/yyyy):

Search Results

Search Tips



Home | My Account | Tasks

Home > Tasks > Remittance Advice Search > Remittance Advice Search Results

Search Results(20)

Claim ID	Member Name	Check Number	Paid Date	Total Paid
13347E22081	LNAME11, FNAME11	12	12/20/2013	
13347E22081A1	LNAME11, FNAME11		04/09/2014	
13347E22081A1	LNAME11, FNAME11	10008	04/09/2014	
13347E22081A1	LNAME11, FNAME11	10015	04/09/2014	
13347E22082	LNAME12, FNAME2	12	12/20/2013	
13347E22082A1	LNAME12, FNAME2		04/09/2014	
13347E22082A1	LNAME12, FNAME2	10008	04/09/2014	
13347E22082A1	LNAME12, FNAME2	10015	04/09/2014	
13347E22083	LNAME11, FNAME11	19	12/20/2013	
13347E22083A1	LNAME11, FNAME11		04/09/2014	
13347E22083A1	LNAME11, FNAME11	10010	04/09/2014	
13347E22083A1	LNAME11, FNAME11	10017	04/09/2014	
13347E22084	LNAME11, FNAME11	12	12/20/2013	
13347E22084A1	LNAME11, FNAME11		04/09/2014	
13347E22084A1	LNAME11, FNAME11	10008	04/09/2014	
13347E22084A1	LNAME11, FNAME11	10015	04/09/2014	
13347E22086	LNAME16, FNAME1	12	12/20/2013	
13347E22087	LNAME12, FNAME2	19	12/20/2013	
13347E22087A1	LNAME12, FNAME2		01/01/2014	
13347E22088	LNAME13, FNAME1	19	12/20/2013	

Displaying 1 - 20 of 71 results

1 2 3 4

Additional easy-to-navigate features also include Search Members, Search Panel Rosters and Search Providers.

Aetna Better Health® of Kansas
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Overland Park, KS 66210



Please contact your Aetna Better Health of Kansas Provider Liaison or our Provider Experience Department at ProviderExperience_KS@aetna.com or by calling (855) 221-5656, if additional information or training is needed.