



July 9, 2026

This issue that caused active members to appear as terminated in the Availity system has been resolved.

Providers can resume using the Availity provider platform to confirm ABHLA member eligibility. If you canceled or postponed any services for ABHLA members originally scheduled 7/2/26 – 7/8/26 due to eligibility issues, we ask you to please reschedule so that our members can continue to receive necessary care.

Thank you for your patience and cooperation and for your continued dedication to provider ABHLA members with top quality care.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.