

Aetna® Medicare FIDE (HMO D-SNP) Provider Notice: Medical Attachments Dashboard for Aetna Better Health®

June 10, 2026

Starting August 7, we'll be adding the Medical Attachments Dashboard feature on the **Availity provider portal**®.* You may already be using this dashboard with other payers, and it may be familiar to you.

If you're new to using the dashboard, it allows you to see when we need medical records or other documents for a claim all from one place. Our file size capability will also expand with this feature. You'll be able to send up to ten attachments, with a maximum file size of 64 MB each. This will help us to get faster responses and prevent delays.

We're sharing this update now so you know what to expect and can be ready when the feature is available.

We're here to help

If you have general questions about this communication, please contact our Provider Services Department 1-855-676-5772.

Sincerely,

Aetna Medicare FIDE (HMO D-SNP)

Provider Experience

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