



Provider News and Update

Register today for Availity!

Dear Network Providers,

Aetna Better Health of California (ABHCA) has partnered with Availity to make it easy for you to work with us online. Your ability to access CareWebQI, Change Healthcare, and/or Medicaid Web Portal is scheduled to end 1/31/2022 @ 11:59pm.

Effective 2/1/2022, health care providers in our network can use the secure web-based portal to quickly and easily:

- EFT Registration
- Claims look up
- Online claim submission
- Prior authorization submission and look up
- Grievance and Appeals submission
- Panel searches
- A new robust prior authorization tool
- Review of Grievance and Appeals cases
- *Eligibility and member look up*

How do I register with Availity?

Registration is **easy**; go to www.Availity.com and click the orange **Register** button located at the top right corner. Next, you will be asked to follow the instructions to complete your registration.

If you experience any difficulties, contact Availity Client Services at 1-800-AVAILITY (1-800-282-4548).

Availity's registration link:

<https://www.availity.com/provider-portal-registration>

Be well,

Network Relations Team

Aetna Better Health of California

CaliforniaProviderRelationsDepartment@aetna.com

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

©2020 Aetna Inc.
(43/21/ss)

December 2, 2021

A QUICK REMINDER:

HAS YOUR OFFICE RELOCATED OR CHANGED
A FAX OR PHONE NUMBER LATELY?

DO YOU OFFER TELEHEALTH SERVICES?

WOULD YOU PREFER TO RECEIVE THESE
NOTICES VIA EMAIL RATHER THAN VIA FAX?

**PLEASE CONTACT THE PROVIDER
EXPERIENCE TEAM TODAY TO MAKE SURE
THAT YOUR ACCOUNT IS UPDATED!**

FOR QUESTIONS CALL THE PROVIDER EXPERIENCE TEAM AT:

Toll Free: 855-772-9076

Fax: 844-886-8349

CaliforniaProviderRelationsDepartment@aetna.com

THIS PROVIDER UPDATE HAS BEEN SENT TO:

PROVIDER TYPE(S):

- IPA/Medical Groups
- Primary Care Providers
- Specialist Providers
- Hospitals
- Ancillary
- SNF
- DME
- Home Health
- Other

LINE OF BUSINESS:

- Aetna Medi-Cal Managed Care**

COUNTIES:

- Sacramento
- San Diego