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Aetna Better Health® of Illinois
New Availity inquiry feature within the Authorization Add request

Dear Valued Provider,

We've added a new inquiry feature within the Authorization Add request on the **Availity® provider portal**. The feature is called "Is Authorization Required." With it, you can now check Aetna® authorization requirements without having to submit a request.

Here's how it works

Start your Authorization Add request on Availity as normal. Add provider and patient information, diagnosis and procedure codes, place and date of service, and quantity.

In step 3 of the request process, we'll check whether the requested service(s) require authorization. You'll see one of the following responses:

• No authorization required: That means you're done. You can print a copy of the response for your records and move on with your day.

• Authorization required: That means we require authorization on at least one of the requested services. Press the "Next" button to finish and submit your request on Availity.

• Undetermined: That means the inquiry function is unable to determine whether authorization is required. That might be because the patient's plan has special conditions. Treat this response the same as "authorization required" and continue with your request as usual.

We'll even tell you when services are handled by another entity

When another entity handles authorization, we'll tell you the name of the entity and how to contact them.

How to register for Availity

If you're not already using Availity, you can **register**. Look for the "Get Started" link in the upper right corner. There's no cost to use Availity Essentials.

Attend a free webinar to learn more about authorizations on Availity

We offer free webinars every month on how to use Availity to submit your authorization requests and more. Go to our **webinar page** and register for the next "Authorizations on Availity" webinar or any of the others listed.

We're innovating to meet your needs

The number one issue that providers call with questions about are authorization requirements. With the "Is Authorization Required" function, you can check authorization requirements on your schedule, without having to speak to anyone. It's one of the ways we're innovating to meet your needs and making it easier to do business with us.