



Dear Valued Providers,

In an effort to educate on many of the items resulting in delays to authorization review, including incomplete authorization requests and/or provider errors, we are sharing an instructional video to walk you through the submission of prior authorization requests via our web portal. The video will also show you how to check the status of PA requests. Click [here](#) to watch this video. Additional step-by-step guidance on this process can be found in our Provider Auth Entry Reference Guide [here](#).

On Wednesday, December 16, from 12 p.m.–1 p.m., we will be hosting a webinar training session on prior authorization submission via our web portal. To sign up, please register [here](#).

For any additional questions, please feel free to contact the Provider Experience Team at ABHILProviderRelations@Aetna.com or connect with your assigned Network Relations Consultant (NRC). A listing of assigned NRC can be located [here](#).

Sincerely,
Aetna Better Health® of Illinois