

Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
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Availity Prior Authorization Process

Good news – no more faxing!

If you are currently faxing your prior authorizations, medical records, or additional information forms to initiate a prior authorization request, you are also able to submit these prior authorizations through Availity. In addition to initiating the authorization request, you are also able to upload any supporting documentation electronically to support your authorization request by logging in at www.availity.com. If you are not already registered, you can begin that process at www.availity.com/provider-portal-registration.

On Availity, you can submit a prior authorization or prior auth inquiry transaction as well as upload your documentation. If you had not used Availity for the initial request, you are still able to use Availity to upload your documentation by doing a prior authorization inquiry, and then following the status in your Availity auth/referral dashboard to upload your document.

To assist with this process, Availity offers free live webinars to show how the process works. For help and training, log in at www.availity.com and then select Help & Training > Get Trained and search for the Authorization Submissions and follow-up training for Aetna Better Health and Mercy Care Providers – Recorded Webinar.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com