

September 24, 2025

The Availity provider portal is experiencing an issue that effects the timely posting of MCO updates.

ABHLA is currently unable to post general updates and state-issued directives to the portal. Until this issue is resolved, we will email any required communications to providers and post important information on the Network Notifications section of the [ABHLA provider website](#).

We are working with Availity to correct this issue as quickly as possible.

To our knowledge, this system interruption **does not** affect user abilities such as prior authorization requests and claims filings. If you are experiencing any difficulty with Availity's user abilities, please reach out to your Provider Experience Representative.

We will alert users via the Availity portal once this issue is resolved. Thank you for your patience and for continuing to be a valued member of the ABHLA provider network.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.