



Aetna Better Health® of Louisiana

Community Resource Directory

The Community Resource Directory (CRD) is now available to ABHLA contracted providers through the Availity Provider Portal.

What Is the Community Resource Directory

The CDR is an interface where providers, care team, and support networks can all work together to ensure our members are taken care of from every angle. Here, access to services like education/employment support, housing assistance, and legal services are all just a click away. You can point members towards health and community-related assistance across the state to help ensure that all of their needs are being met.

How Does it Work

Integrating the CRD into Availity allows providers to create referrals for members to address a full spectrum of Social Determinants of Health needs. The CRD interfaces with other platforms, such as Aetna's Care Management documentation and reporting systems and the Aetna Member Medicaid Web Portal, providing a wholistic approach to healthcare for our members and organizing member needs for our care team. Data from the CRD relays most requested member needs as well as community organizations that have previously been issued referrals.

Who Can Use It

Members, providers, care-givers, case workers, and care team staff all have access to the CDR to perform a variety of roles. While providers can access the CDR through Availity, members can get connected with services through the Medicaid Member Portal, and non-member supporters (like care givers) can use the Family Care Central Portal.

How to Access

The CDR is available on the Availity Provider Portal. For help accessing the CDR in Availity, please refer to this [user guide](#)

-or-

In Availity, go to Payer Spaces and select Aetna Better Health > Applications > Medicaid Community Resource Directory.

For questions or assistance, please contact LAProvider@Aetna.com, reach out to your Provider Experience Representative, or call 1-855-242-0802 and follow the prompts.