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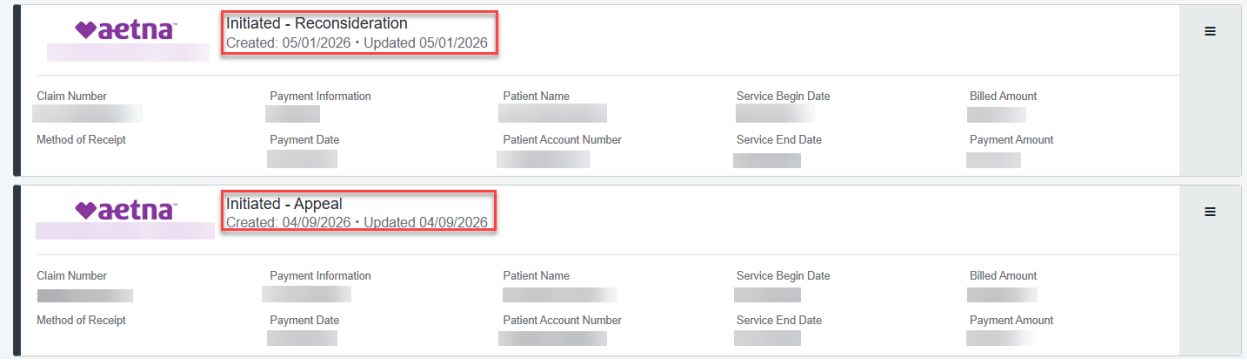
Aetna Better Health®

Availity enhancement: real-time appeal status updates

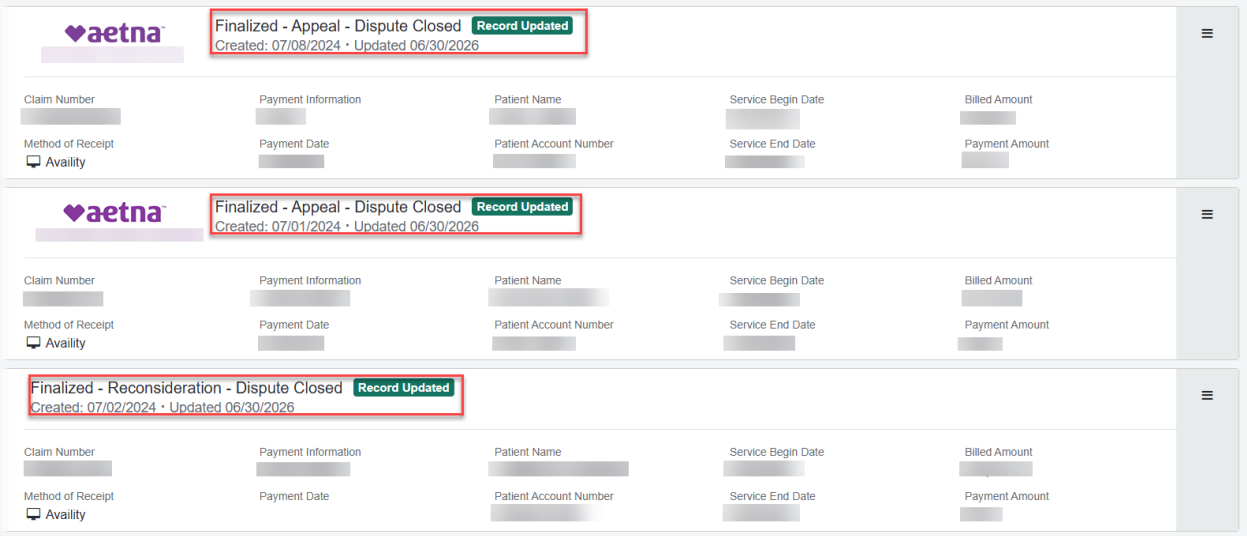
You asked for better visibility into the status of appeals and reconsiderations, and we listened. Beginning October 17, Availity will provide real-time status information for appeals and disputes submitted through the portal—making it easier to track your cases without contacting Aetna for an update.

What's changing?

As part of a system enhancement, providers will now be able to access **real-time appeal and dispute status information** for all appeals and disputes submitted through Availity. Please refer to the examples provided below displaying the future experience to illustrate the real time update.



Example: When a case is submitted in Availity by a provider.



Example: what Availity will provide as an update to the appeal/dispute status once a case has been closed.

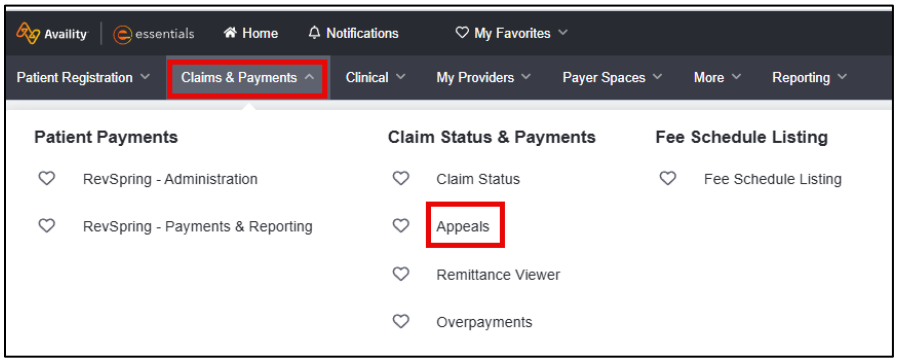
This enhancement resolves a previous issue that limited appeal status visibility and provides a more seamless self-service experience when tracking submitted appeals and disputes.

What this means

Beginning October 17, providers will be able to:

- View the current status of submitted appeals and disputes in real time.
- Access status information directly through Availity without needing to contact Aetna Better Health for updates.
- Monitor appeals and disputes more efficiently through enhanced self-service functionality.

The Appeals Dashboard can be accessed through the Claims & Payments page as shown below.



Example: Select Claims & Payments, then choose Appeals.

What is not changing

- The appeal and dispute submission process remains unchanged.
- Existing appeal and dispute requirements, timelines, and workflows remain unchanged.
- This update only affects the visibility of appeal and dispute status information within Availity.

Thank you for your continued partnership.

Sincerely,

Provider Engagement Aetna Better Health®