

Aetna Better Health® of Oklahoma

View authorization decision letters in Availity®

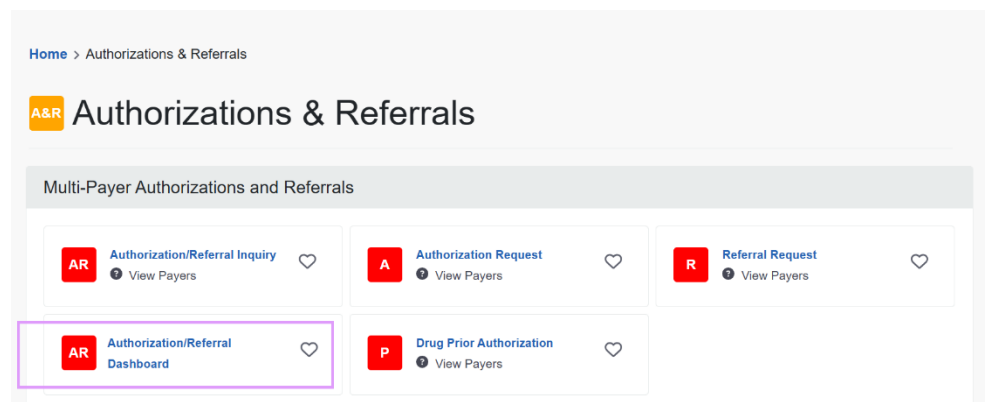
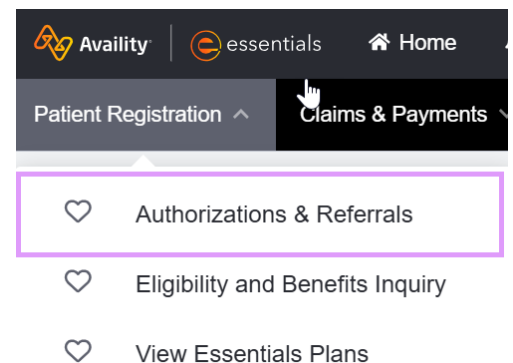
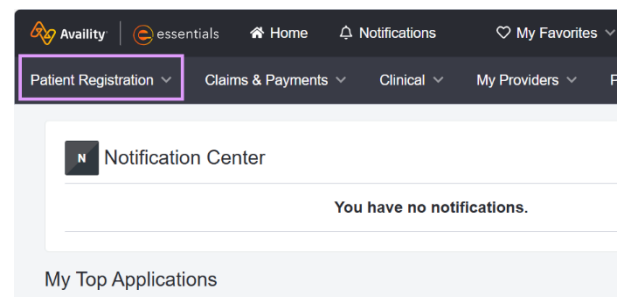
We're moving authorization letters from paper to digital.

You can now view some authorization decision letters through the Authorization Dashboard on our [provider portal on Availity](#).* As more letters become available online, we'll stop mailing those letters. During this transition, you may receive both digital and paper letters.

How to find a digital letter

If a digital letter is available for an authorization:

1. Log in to [Availity](#).
2. From the gray navigation bar, select **patient registration**.
3. Select **authorizations & referrals** to open the authorization/referral dashboard.
4. Find the authorization. If it was submitted through Availity and has a decision letter you'll see a paper clip icon.
5. Select the paper clip to open the details card. You can also select **view/action**, then **view details**.



*Availity® is a registered trademark of Availity, LLC. It is available only to providers in the U.S. and its territories.



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777 NW 63rd Street, Suite 100

Oklahoma City, OK 73116

Navigation: Patient Registration - Claims & Payments - Clinical - My Providers - Payer Spaces - More - Internal Links - Reporting

Search [] Filter List [v] Last Updated Date [17]

Home > Authorizations & Referrals > Auth/Referral Dashboard

Need help? Watch a demo about the Auth/Referral Dashboard.

Authorization/Referral Dashboard

Give Feedback New Request

All Items Followed Items Drafts Trash 25 Results

Status / Last Updated	Certificate Number	Patient	Payer	Type	Submitted	Actions
Approved Last week	[icon]	[redacted] DOB [redacted]	[redacted]	Authorization Outpatient [icon]	01/11/2024	View Details [icon] Click to Copy Follow Trash
Cancelled 2 weeks ago	[icon]	[redacted] DOB [redacted]	[redacted]	Authorization Outpatient [icon]	12/08/2023	[icon] [star]

In the details card, go to **health plan correspondence(s)**. You'll find available letters and related information there.

Navigation: Patient Registration - Claims & Payments - Clinical - My Providers - Payer Spaces - More - Internal Links - Reporting

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Understand the letter details

- **File name:** Select the file name to open the decision letter. You can download, print or save it.
- **Document ID:** This is the letter's unique identification number. Have it ready if you contact us about access or the authorization.
- **Recipient name(s):** This lists the requesting and rendering providers who receive the letter. A member's primary care provider (PCP) may not appear in this list, even if a copy is addressed to the PCP for awareness.

Attachment 1

File Name

Medicare Notice of Denial of Med Cov
- MED

Document Id

6Sq5t~swY11cYS-IQIW-xykN-EBeQ-
1JGNE8EOUUsz

Recipient Name(s)

AL BENSON
KISHWAUKEE COMMUNITY
HOSPITAL

Attachment 2

File Name

Standard Medical Necessity/ Admin
Denial or Combo

Document Id

1YrRa~qeOAV3Zw-RSzA-X2vd-rzsF-
UTXpL29Th3xf

Recipient Name(s)

AL BENSON
KISHWAUKEE COMMUNITY
HOSPITAL



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Important details

- During the transition to digital letters, you may receive a digital letter in Availity and a paper letter by mail for the same authorization.
- Letters are not yet combined into one letter for every provider connected to an authorization. A letter may be addressed to another provider or the member's PCP. The letter will list all requesting and rendering providers.
- We plan to offer one provider letter without address information in the future. Until then, you can disregard the **address to** field.

If you submitted the authorization another way

You'll continue to receive paper letters for authorizations submitted outside Availity. You may also be able to view a digital copy in Availity, but the paper clip icon won't appear.

To look for a digital copy:

1. Submit an **authorization inquiry** through our provider portal on Availity.
2. Complete all required fields. Enter the authorization number in the service information field.
3. When you receive a response, pin the inquiry to your dashboard.
4. Open the authorization dashboard.
5. Select **view/action**, then **view details**.
6. Go to **health plan correspondence(s)** to see whether a digital letter is available.

If an older letter is no longer on the dashboard

Older authorizations and letters may no longer appear on the dashboard. Submit a new authorization inquiry to view the information again.

Need help?

Providers should contact Availity to get password or access issue help. Call **1-800-282-4548** (Monday – Friday, 8 AM – 8 PM ET), and someone from Availity can help with any issues.