



December 15, 2021

## **Secure Provider Portal Transitioning to Availity in February 2022**

Availity is now Aetna Better Health's provider portal for all your eligibility & benefits needs, claim information, prior authorizations, and more. Beginning March 1, 2022, you'll no longer have access to Aetna Better Health tools and transactions currently located on the ABH Secure Provider Portal.

### **ACCESSING AVAILITY FEATURES**

All the features previously available on the ABH Secure Provider Portal are available now on Availity, including:

- Payer Spaces
- Claims Submission Link (Change HealthCare)
- Contact Us messaging
- Claims status inquiry
- Appeals and Grievances
- Grievance submission
- Appeal submission
- Grievance and appeals status
- Panel Roster-Panel lookup
- Reports
- PDM/ProReports (Provider Deliverables Manager)
- Ambient (business intelligence reporting)
- Prior Authorization-Submission and status lookup
- Eligibility and Benefits
- Remit PDF
- Panel Roster

Availity can help navigate the features available to you. See the information below about the Availity trainings and webinars offered or call Availity Client Services at the number provided below.

### **NEW TO AVAILITY?**

If your organization is not yet registered with Availity, register at the following link as soon as possible to avoid disruption: <https://www.availity.com/provider-portal-registration>

### **LIVE WEBINARS FOR AVAILITY PORTAL USERS**

Once you've registered just go to the following link to access a list of upcoming live webinars hosted by the Availity Learning Team:

<https://apps.availity.com/availity/web/public.elegant.login>

Some of the topics offered during the monthly live webinars include:

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Claim status

### **ENROLL FOR A LIVE WEBINAR SESSION**

1. In the Availity Portal select Help & Training > Get Trained to open your ALC catalog in a new browser tab. **Bonus Tip!** The Availity Learning Center (ALC) catalog includes lots of on-demand options, too. Look for training demo, online courses, and training programs.
2. In the ALC Catalog, select the sessions tab to peruse and enroll for a live webinar session.
3. After you enroll, watch your email inbox for confirmation and reminder emails with information to join and downloadable iCal options.

### **TIPS FOR FINDING LIVE WEBINAR COURSES**

- If you're using the Catalog > Sessions tab, scroll months using Your Calendar in the top, left of the page
- If you're searching the ALC Catalog, search by the webinar title and look for – Live Webinar and the date

### **CAN'T MAKE A LIVE SESSION?**

In the ALC Catalog, search for and enroll in courses with a title that ends in Recorded Webinar. For example, Navigating the Attachments Dashboard and Workflow Options – **Recorded Webinar.**

### **QUESTIONS?**

For all Availity Portal registration, trainings or general portal assistance, only call Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays).

If you have specific claim or credentialing questions, contact our Provider Relations department at 1-866-638-1232.