

**Aetna Better Health® of Virginia**

9881 Mayland Drive  
Richmond, VA 23233



## **AETNA BETTER HEALTH® OF VIRGINIA**

*Availity: A Better Solution for Your Faxing Needs*

Dear Aetna Better Health of Virginia Providers,

Are you still faxing your prior authorizations (PA), medical records, or additional information forms for your requests? There's a better way. You can submit PA and upload supporting documentation electronically through our Provider Portal on Availity at **[www.availity.com](http://www.availity.com)**. If you have not yet registered for Availity, you can register now at **[www.availity.com/provider-portal-registration](http://www.availity.com/provider-portal-registration)**.

### **How it works**

On Availity, submit a PA or PA inquiry transaction and upload your documentation. Or, view the status to retrieve the event, then upload the documentation. If you did not use Availity for the initial request, you can still use Availity to upload your documentation. Perform a PA inquiry, then follow the status in your Availity PA/referral dashboard to upload your document.

### **Use a current form when needed**

No matter what you upload, it's best to include a current form with your initial request. You don't have to wait for us to ask you for it. Get our forms at **[AetnaBetterHealth.com/Virginia/providers/document-library](http://AetnaBetterHealth.com/Virginia/providers/document-library)** under "Provider Forms" and complete it online and save it to your computer to use during your PA request. Download a new form each time you need it so you'll always have the most current one.

### **We can teach you how to use Availity – it's easy**

Availity offers free live webinars to show you how it works. For help and training, log in to Availity, then select *Help & Training > Get Trained* and search for *Authorization Submissions and Follow-Up Training for Aetna Better Health and Mercy Care Providers – Recorded Webinar*.

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