

Aetna Better Health® of Pennsylvania

Secure Web Portal Quick Tips for Providers

As a registered user, when you log in to the Secure Web Portal you'll be directed to the Home Screen. The Home Screen has a series of tabs on the top left side. Each tab directs you to a different functional section of the portal.



1. “Resources” Tab

From the Home Screen you can review  (right side of the screen - see image above). The following resources are available:

- a. **Provider Documents** link directs you to a new screen.

On the bottom left under **Health Tools** are forms that you can submit to the plan. The Provider Report Management Tool is also available within Health Tools.



← Menu that displays on bottom left of screen after clicking “Provider Documents”. Under “Provider Documents” is the “Health Tools” menu that lists out the documents. Some examples of forms are:

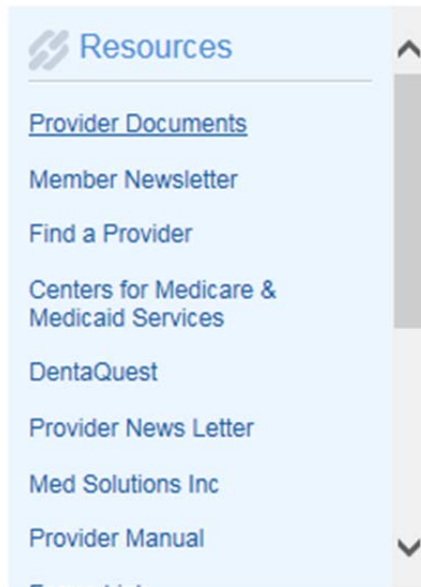
The **PA Requirement Search Tool**- allows you to research if any orders they are writing for a patient require Prior Authorization.

Case Management directs you to the CM referral form.

AMBIENT is the Aetna Medicaid Business Intelligence External Navigation and Tool: a framework of AAWEB that can house an application, report or other information to be available for external providers. It also has the ability to support Tableau reports.

*Note: The Health Tools Menu is always displayed on the bottom left side of the Secure Web Portal in the My Account, Tasks, and Administration tabs.

You can also access forms by clicking the “Forms Link” in the Resources section on the home page. The full resource list is accessible by scrolling down in the “Resources” menu on the home page.



← Use the gray scroll bar to scroll down the complete list of option in Resources.

Other Resource Links

- b. **Member newsletter**
- c. **Find a provider:** Click this link and search for any PAR provider with the plan. Example: if you need to identify an endocrinologist for one of your Aetna Better Health patients. Also accessible in the “Tasks” tab.
- d. **Center for Medicare & Medicaid Services** website: www.cms.gov
- e. **Dentaquest:** <http://www.dentaquest.com/state-plans/regions/pennsylvania/>
- f. **Provider newsletter**
- g. **Med Solutions Online-Services Portal:** (now called **eviCore**) is the subcontractor for high tech radiology. Aetna Better Health does not manage this portal.
- h. **Provider Manual**
- i. **Forms Link:** You can access:
 - i. Forms to update your information with the plan
 - ii. Forms to submit for Electronic Remittance Advice (ERA)
 - Electronic remittance advice is an electronic file that contains claim payment and remittance information sent to your office. This is sometimes referred to by its HIPAA transaction number, 835. Forms to submit for Electronic Funds Transfer (EFT). Providers fill out this form for direct deposit of claims payments.
 - iii. Medical Forms, including:
 - ONAF

- Provider appeals form
- Prior authorization request form
- Special needs case management form
- Sterilization consent form
- Web portal fax cover

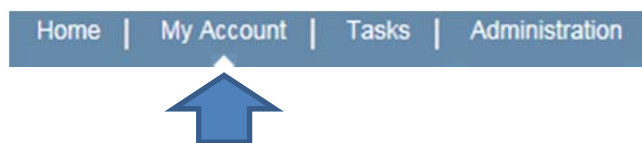
iv. Prior Auth Criteria Forms- specific to medications being prescribed

*Note: Submitted forms cannot be viewed in the Secure Web Portal. Providers should contact Provider Relations at **1-866-638-1232**. Select option 3, and then option 5 to be connected to a provider relations representative.

- j. **Individual Practitioner Application/Organization Application (Cred App):** to become part of the Aetna Better Health network.
- k. **Practitioner Information Change Form/Provider Roster Worksheet:** You can update the following information: Name, Physical and mailing addresses, TIN, NPI, SSN, Specialty Type, Board Certification, License, and Hospital Affiliations. This form must be completed and faxed to the plan for provider changes to display in our system and on rosters.
- l. **Roster Update:** An excel worksheet you can use to submit for roster updates using applicable columns. There are 5 tabs where specific information goes for each provider. Items in red are required fields.
- m. **Searchable Formulary**
- n. **Department of Human Services (DHS) link**

2. “My Account” Tab

- a. Secure Web Portal Users are able to edit their account by clicking on “My Account”.



- b. Options that are visible to the user on this screen:

| My Account | |
|------------------------|---|
| My Profile | |
| User Details | ▶ |
| Provider Details | |
| Change Password | |
| Change Secret Question | |
| Contact Us | |

User Details - enables email addresses to be updated.

View Provider Details here. Please refer to the “Forms Link” (section 2-i of this guide) to update information.

Passwords and Secret Questions can also be changed on this page.

3. "Tasks" Tab



The Tasks Menu displays on the Tasks tab at the very top left under the Home, My Account, Tasks, and Administration Tabs.

The list below describes each option.

- a. Authorization search: search authorizations submitted to the plan. May search by member last name, provider last name, or authorization information such as the ID.
- b. Claims search: search by member information or claim information such as claim #.
- c. Search Remittances: search remittance advice (RA) for claims submitted.
- d. Search Members: search for any member in the plan by name, DOB, or ID
- e. Panel Roster: see a panel roster for providers in your group. Rosters should be pulled by individual doctor, not location. This is because members are not assigned to practice locations.
- f. Search Providers: search for any PAR provider with Aetna Better Health.

4. "Administration" Tab



Note: To add a provider- Provider ID, TIN/SSN and NPI fields will be displayed. Enter at least the provider ID and click **Verify** for validating the User. Once validated accept the declaration form and proceed with registration. *The details are for user authentication purposes only. To update provider demographics with the Plan, please email, fax or mail a written request to your health plan provider relations representative.*

- a. This page allows you to search for a portal user within your organization or add users.
 - i. If you need assistance to add new users please contact Provider Relations at **1-866-638-1232**. Select option 3, and then option 5 to be connected to a provider relations representative.
 - ii. A full Secure Web Portal Directory is visible at the bottom of the portal on any tab you select.

| My Account | Tasks | Administration | Health Tools | Important Links | Contact Us |
|------------------------|----------------------|----------------|---------------------------------|-------------------------------------|---|
| User Details | Authorization Search | User List | PA Requirement Search Tool | Authorization Submission User Guide | Questions? We're here to help. Just call Member/Provider Services at (866) 638-1232 or hearing impaired (TTY/TDD): 711. |
| Provider Details | Claims Search | Add Users | Submit Authorizations | FAQ | You can contact us here. |
| Change Password | Search Remittances | | Case Management | Disclaimer | |
| Change Secret Question | Search Members | | Provider Report Management Tool | Sitemap | |
| Inbox | Panel Roster | | Clear Claim | Referrals and Authorizations | |
| Attachments | Search Providers | | Register for EFT | | |
| E-Referral | | | Register for ERA | | |
| | | | AMBIENT | | |