



Need tips on Authorizations?

Some helpful hints for getting started with our Authorization transaction



Haven't had a chance to register for our provider portal on Availity yet? Go to [Availity.com](https://www.availity.com) to get started.

Manage My Organization

- National Provider Identifier (NPI) — use your Type 1 NPI and individual Aetna PIN for transactions.
- Add your Aetna PIN for the Aetna-hosted tools:
 - Code Edit Look Up Tool
 - Fee Schedules
 - HMO Capitation Rosters
- Add your TIN for the Claims Status Inquiry transaction

Eligibility and Benefits (E&B) Inquiry:

- Run an E&B prior to any other transaction so the patient's information will appear in the patient drop-down list.
- Check to see if the patient is the subscriber; if they aren't, uncheck the box and add the subscriber information
- Select the appropriate Service Type
- Your participation status may return in the Limitations section; confirm by using the Provider Referral Directory link

Auth/Referral Dashboard:

- Click the Watch a Demo link in the upper right corner of the dashboard to learn how to filter the dashboard according to your needs
- Only referral/authorization transactions completed through Availity will automatically show up in the dashboard
- For referral/authorizations transactions that weren't completed on Availity, create a Referral/Authorization Inquiry and then pin the event to the dashboard

- Able to update, void and add attachments prior to the date of service occurring

Referrals

- Include a CPT code (like 99499) and specify a number of visits; otherwise, the referral will default to consultation with only one visit
- Select "Show optional fields" to add a taxonomy code to refer to a specialty rather than a specific NPI

Authorizations:

- Refer to the National Precertification List (NPL) to see what requires authorization, including high tech radiology and lab services
- During the authorization submission, you'll be able to see if authorization is required or not
- Use the Authorization Inquiry tool if you need to search for an existing request
- The CPT Code Search tool will allow you to confirm if a procedure requires authorization (precertification)
- Once you complete steps one through three of the Authorization Add transaction, we'll run a check and return a response to let you know if authorization is needed
- Include your name and telephone number (including extension, if you have one), so we can contact you if we have any questions
- Note: when selecting the Service Type, this is also bed type

- For behavioral health providers:
 - Choose the correct place of service. For medical, use inpatient hospital. For behavioral health, use the appropriate mental health or substance abuse place of service.
 - Select the service type. If the patient is admitted for behavioral health services, make sure you're choosing a behavioral health service type (alcoholism, substance abuse, psychiatric)

Want? Join us for a webinar!

Authorizations on Availity®

Learn how to use our online precertification tools. We'll show you how to look up procedure codes that require preauthorization, submit requests and other key tasks.

Working with Aetna® on Availity®

This webinar provides an overview on how to use Availity to do business with us electronically.

Claim Management on Availity®

This webinar is great for anyone in your office that manages the revenue cycle process. Learn how to use all things claim management, including how to submit an appeal.

Doing Business with Aetna - new provider onboarding webinar

New to Aetna? Start here to learn about tools, resources and processes that'll make your day-to-day tasks with us simple and quick. Open to existing providers and staff as well.

Get the schedule and register at [AetnaWebinars.com](https://www.aetnawebinars.com).
See you on a future webinar!

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