

The Availity portal is your one-stop shop for doing business with us Availity is a multi-payer portal. All you need is a username and password to log in. Then you'll be able to access multiple health plans, including Aetna®.



Pre-service

- Check eligibility and benefits in real-time, including financial information.
- Find out your patients' financial responsibility for professional and outpatient services by using the Patient Cost Estimator.*
- Use **Provider Data Management** to verify and update your business and provider information.
- View our National Precertification List to see what services require pre-authorization.
- View fee schedules* for contracted physicians.

Post-service claim submission

- Primary or secondary coordination of benefits (COB).
- Use the Code Edit Lookup Tools* to see how we'll process procedures individually or combined with others.
- Access our payment and coding policies.
- Check the status of your claim and download an Explanation of Benefits.
- Dispute eligible claims as a reconsideration or appeal (includes uploading supporting information).
- Sign up to get emails when we transmit an **electronic funds transfer (EFT).**

At the time of service

- Submit referral or authorization requests electronically for medical or behavioral health services.
 - You may be asked to fill out a <u>clinical</u> <u>questionnaire</u>. Complete it for an immediate decision.
- Use **Authorization/Referral Inquiry** to check the status of the request and to view selected status letters.
- Monitor the Authorization/Referral Dashboard for all submitted requests and click to share patient discharge information with us.
- Request authorization for certain drugs through Novologix.

Help with Availity

- Spend an hour with us and attend a live webinar. Go to AetnaWebinars.com to learn more.
- Call 1-800-AVAILITY (1-800-282-4548) for questions getting started on Availity.

Help with Aetna

 Send us an email at any time by using the Contact Us feature.

Check out our Payer Spaces to read news and announcements, view resources and other portal tools.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

Availity® is a registered trademark of Availity, LLC.



^{*}FOR PATIENT COST ESTIMATOR: Estimated costs aren't available in all markets or for all services. We provide an estimate for the amount of a particular service. It's not a guarantee.

^{*}FOR FEE SCHEDULES & LOOKUP TOOLS: Some functions require using your Aetna Provider Identification Number (PIN).