Our provider portal on Availity®

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 **clinical questionnaire**. 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	Help with Aetna
- 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.	- 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.

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*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).