

June 2021

## OVERVIEW:

Effective 6/30/2021 at 11:59pm, Aetna Better Health of Louisiana (ABHLA) will no longer be supporting prior authorizations on CareWebQI.

Your office can still manage your ABHLA prior authorizations with the Availity Portal. Review the options\* below to learn more about the Availity Portal:

### Authorization Submissions and Follow-up Training for ABHLA - Recorded Webinar

To ensure all your prior authorization questions are answered, Availity has prepared a special recording for Aetna Better Health providers. This demo will walk you through Availity's time-saving tips for managing your requests and follow ups in the portal. The demo can be viewed any time at your convenience.

Highlights include how to:

- Submit an authorization, including optional attachments
- Navigate the Auth/Referral Dashboard to follow-up on the status of authorizations submitted on Availity Portal
- Submit an auth inquiry to follow-up on the status of authorizations that were not submitted on Availity Portal or were submitted by another provider or organization

Watch the Demo at <https://availitylearning.learnupon.com/catalog/courses/1064452>

### Use the Crosswalk to Quickly Find What You Need

To remove the guesswork and to stay current on all available Aetna Better Health of Louisiana tools and features on Availity, go to the Crosswalk. We recommend bookmarking the page for faster future reference.

See the Crosswalk at [https://apps.availity.com/availity/help-providers/source/portal\\_providers/payer\\_tools/aetna\\_better\\_health/topics/c\\_aetna\\_medicaid\\_crosswalk.html](https://apps.availity.com/availity/help-providers/source/portal_providers/payer_tools/aetna_better_health/topics/c_aetna_medicaid_crosswalk.html)

\* You must log in to Availity to view the Demo and Crosswalk. If you do not have a login, you can register at <https://www.availity.com/provider-portal-registration>. For registration assistance, contact Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays).

### Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.