Dear Provider,

You can now return requested medical records within the Availity provider portal!

Aetna Better Health of Louisiana's Medical and Behavioral Health Provider Quality Monitoring Teams are working to improve communication between our two provider monitoring teams and you the provider by introducing Availity.

Availity will improve our collaboration with you during monitoring by giving you another secure and reliable way to submit requested records. Through Availity you will have access to the most up-to-date payer information available to avoid denials and collect the appropriate payment from the patient, claims management workflow allowing providers to submit and track claims electronically, update your demographic information, while also allowing you to submit requested monitoring records in a timely and secure manner.

Follow the instructions below to register and begin using Availity today to submit requested records within the Availity provider portal!
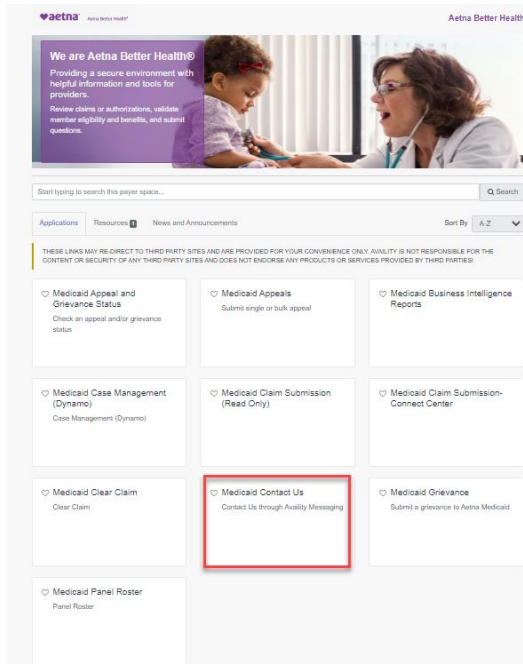
- Log on to Availity; **https://apps.availity.com/availity/web/public.elegant.login**
  Note- if you are not already registered with Availity, you can do so at
  https://www.availity.com/provider-portal-registration

- Select the Aetna Better Health payer space

- Click on the Medicaid Contact Us Application

- Fill out the form

- For the "I am contacting Aetna Better Health - Medicaid about"- **Select** "General"

I am contacting Aetna Better Health - Medicaid about:

Select...

General
Change Provider Demographics
Claim Issue
Prior Authorization/Authorization Issue
Member Eligibility Issue
HEDIS Record Submission
Credentialing Inquiry

- In the "Your message" field, you must **only** type: **ABHLA BH Provider Quality Monitoring (For BH Providers)   ABHLA MRR Provider Quality Monitoring (For Physical Health Providers)**
- Using the "Add File" option, records can be attached

I am contacting Aetna Better Health - Medicaid about:

General

Your message

ABHLA BH Provider Quality Monitoring

⊕ Add File

- Submit