

Aetna Better Health Appeals & [Reconsiderations/Disputes] on Availity

We heard you and now we're delivering!

But first we need your help. In June we'll begin piloting a new Appeals & [Reconsiderations/Disputes] functionality on our provider portal (Availity). Before we showcase this new feature to everyone, we'd like you to preview and use our new tool as we work towards a full release.

Key Features of our disputes and appeals tool

Easy Submission and tracking

- Submit requests right from the Claim Status application. This ensures all required claims data is automatically captured and provider information is auto populated.
- Ability to upload additional documentation to support your submitted dispute or appeal.
- Check to avoid duplicate requests.
- Search and filter submissions for status updates.
- Easy access to your submissions to view a complete audit trail.
- Ability to manage appeals for several national payers.

Training and Resources

We'll make sure you have everything you need to get started

- If you'd like to participate in our pilot, we'll provide training and resource materials for everyone in your office.
- We'll also make sure you have access to a dedicated Availity team for all your questions and feedback.

We hope to hear from you before **May 12, 2023** and look forward to working with you on our new tool!

