

December 2021

**Availity** is now Aetna Better Health of Louisiana's provider portal for all your eligibility & benefits, claims, prior authorization, and dedicated Payer Space needs. Beginning **February 1, 2022**, you will no longer have access to Aetna Better Health tools and transactions currently located on the Medicaid Web Portal. *With Availity, you need only ONE user ID and password to work with Aetna Better Health of Louisiana and other participating payers in your region.*

### New to Availity?

If your organization is not registered with Availity, visit <https://www.availity.com/provider-portal-registration> to sign up.

### Live Webinars for Availity Portal Users


Once you are registered, visit <https://apps.availity.com/availity/web/public.elegant.login> to sign on. The Availity Learning Center (ALC) offers regularly scheduled live webinars on a variety of topics.

**Bonus Tip!** The ALC catalog includes lots of on-demand options, too. Look for training demos, online courses, and training programs.

### Topics Offered Monthly Via Live Webinars by Availity Trainers

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Availity claim status

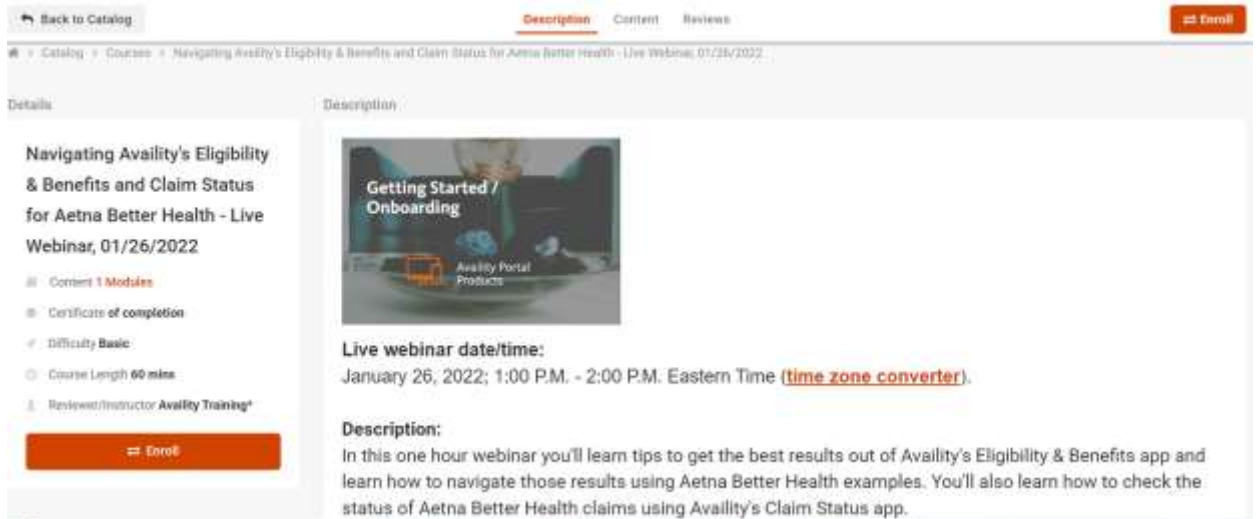
### Search for Live Webinar Sessions

1. In the Availity Portal select **Help & Training > Get Trained** to open your ALC catalog in a new browser tab.
2. In the ALC catalog, click **Sessions**.
3. Click , then type *live webinar* in the **Search catalog** bar.

Results appear in the dropdown list.




- Select a webinar title from the list.  
The webinar description appears.



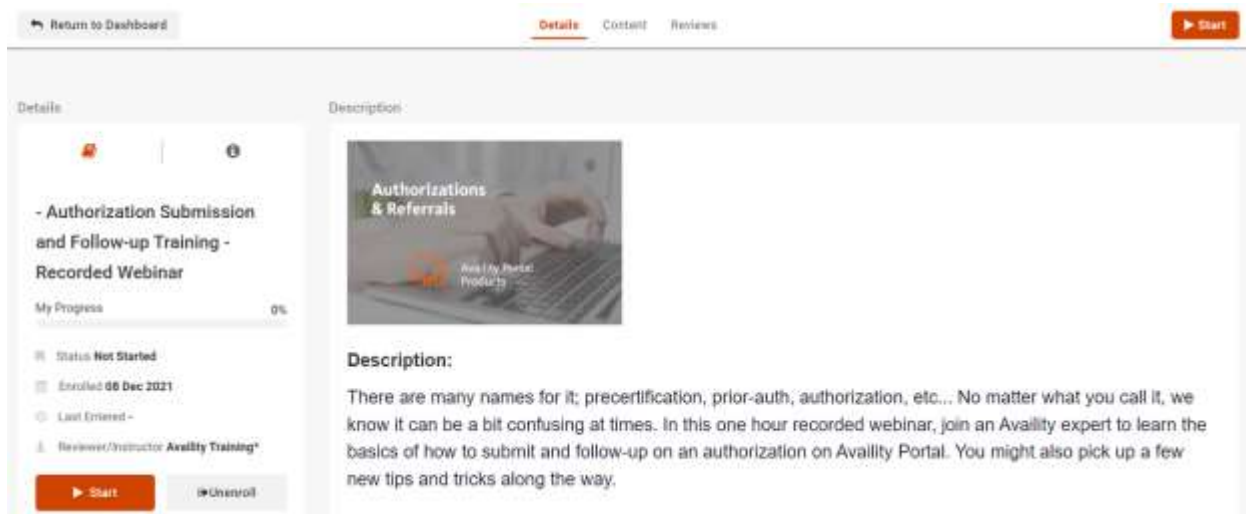
- Click **Enroll**.
- Select **Yes** to confirm your enrollment.  
An email confirmation from The Availity Learning Center is sent to the email address registered with Availity. A reminder email will be sent to the same email address prior to the start of the webinar.
- Follow the instructions in the email to join the webinar.

### Search For Recorded Webinar Sessions

- In the Availity Portal select **Help & Training > Get Trained** to open your ALC catalog in a new browser tab.
- In the ALC Catalog, click **Sessions**.
- Click , then type *recorded webinar* in the **Search catalog** bar.  
Results appear in the dropdown list.



4. Select a webinar title from the list.  
The webinar description appears.
5. Click **Enroll**.
6. Select **Yes** to confirm your enrollment.  
The course description appears and the Start button is enabled.



7. Click **Start** to begin the webinar.

### Questions and Support:

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

### A Reminder about the Medicaid Provider Enrollment Portal:

Do not delay in registering and submitting an enrollment application through the Louisiana Medicaid Provider Enrollment portal. Any existing Medicaid provider that does not complete the enrollment and screening process through the portal by March 31, 2022, will risk claim denials and disruption in patient care.

Medicaid Provider Enrollment Portal assistance is available Monday through Friday 8:00 am – 5:00 pm. Please contact (833) 641-2140 for assistance.