



## **AETNA BETTER HEALTH® OF PENNSYLVANIA**

Sign up today for our Provider Portal!

Now that you have joined the Aetna Better Health® of Pennsylvania network of providers, you may now join our Medicaid-specific provider portal. You can find a link to our secure portal on our website by navigating to our “Portal” page of the “For Providers” section.

On our secure web portal, you can:

- Review the status of prior authorization requests
- Track the payment status of submitted claims
- Resubmit claims requiring additional documentation
- Obtain information on your panel
- Enhanced information on Aetna Better Health members who have visited your office

You can register with our secure provider portal in one of three ways:

- **By phone:** Contact our Provider Relations hotline a **1-866-638-1232**.
- **By fax:** Complete the Web Portal Registration form and fax it to **860-754-5435**.
- **By email:** Email your completed Web Portal Registration Form to **ABHProviderRelationsMailbox@AETNA.com**

Your registration form will then be routed to a member of our Provider Relations team. Requests are typically completed within 48 hours, Monday-Thursday.

Your office’s designated primary representative will receive an e-mail prompting them to complete registration by logging in with your office’s Aetna Better Health provider identification number and user name. This e-mail expires after 24 hours so it is important to monitor your email for a few days after submitting your registration form.

Please note, this provider portal is *only* for your Aetna Better Health of Pennsylvania claims and members. Commercial or Medicare information is not available on this portal.

Have questions? Contact our Provider Relations hotline a **1-866-638-1232**.