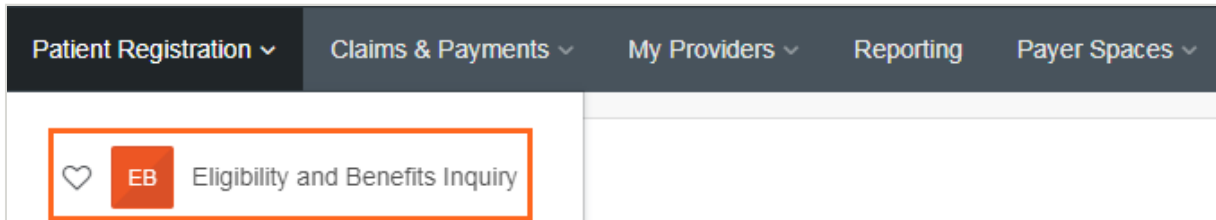


# Crosswalk from Aetna Medicaid plans to Availity Portal

Aetna Medicaid plan providers can use this crosswalk to learn where to find the tools and functions they need within Availity Portal.

- The navigation instructions in column 3 of the table below refer to the menus at the top of Availity Portal. For example, to access the functions for Eligibility and Benefits, click **Patient Registration** at the top of the Availity Portal, and then select **Eligibility and Benefits Inquiry**.



- Column 4 of the table specifies the role that you need in order to perform the function. For example, in order to submit an inquiry about eligibility and benefits, you need the Eligibility & Benefits role. Roles are assigned by the administrator for your organization. For more information on how to find your organization's administrator, see [administrator](#).

## Tip:

For Aetna Medicaid plans to return the information you need, you must enter your [NPI](#), or in some cases, your provider ID number for transaction requests. To save time, enter this information in [Express Entry](#) to avoid having to retype information that you use all the time. For instructions on using [Express Entry](#), follow the steps in the [Payer assigned provider ID](#) help topic.

1 Find the tool or feature you need...	2 In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...	3 Match it to the Availity tool... (no health plan selection required)	4 Identify the Availity role you need...
I want to look up member eligibility and benefits.	Home > Tasks > Search Members	<a href="#">Patient Registration</a> > <a href="#">Eligibility and Benefits Inquiry</a>	Eligibility & Benefits
I want to check the status of a claim.	Home > Tasks > Claims Search	<a href="#">Claims &amp; Payments</a> > <a href="#">Claim Status</a>	Claim Status and EDI Management
I want to review claim payment information and download a PDF version of the explanation of benefits (EOB) for the claim.	Home > Tasks > Search Remittances	Follow these steps: <ol style="list-style-type: none"> <li><a href="#">Submit a claim status inquiry request.</a></li> <li>From the <a href="#">claim status results</a> page, click <b>View EOB</b>.</li> </ol>	Claim Status

1 Find the tool or feature you need...	2 In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...	3 Match it to the Availity tool... (no health plan selection required)	4 Identify the Availity role you need...
I want to attach supporting medical documentation to a finalized claim.	Follow these steps:  1. Search for a claim: Home > Tasks > Claims Search.  2. From the Search Results, click on Claim Deliverable link.	Follow these steps:  1. <a href="#">Submit a claim status inquiry request.</a>  2. From the <a href="#">claim status results</a> page, click <b>Send Attachments.</b>	Claim Status
I want to view authorization requests from within a single page.	Home > Tasks > Submit Authorizations under Health Tools	<a href="#">Patient Registration &gt; Authorizations &amp; Referrals &gt; Auth/Referral Dashboard</a>	Authorization and Referral Request and Authorization and Referral Inquiry
I want to submit a precertification/ authorization request.	Home > Tasks > Submit Authorizations under Health Tools	<a href="#">Patient Registration &gt; Authorizations &amp; Referrals</a>	Authorization and Referral Request
I want to inquire on the status of a precertification/ authorization request.	Home > Tasks > Authorization Search	<a href="#">Patient Registration &gt; Authorizations &amp; Referrals &gt; Auth/Referral Inquiry</a>	Authorization and Referral Inquiry
I want to cancel/ void a pending precertification/ authorization.	Home > Tasks > Submit Authorizations under Health Tools	Follow these steps:  1. <a href="#">View the results of a pending precertification/ authorization.</a>  2. On the results page, click <b>Void</b> to cancel the pending precertification/ authorization.	Authorization and Referral Inquiry

1 Find the tool or feature you need...	2 In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...	3 Match it to the Availity tool... (no health plan selection required)	4 <b>Identify the Availity role you need...</b>
<b>I want to attach supporting medical documentation to a precertification/ authorization request.</b>	Home > Tasks > Submit Authorizations under Health Tools	Follow these steps: <b>1.</b> <a href="#">Request a precertification/ authorization.</a> <b>2.</b> In Step 4 of the authorization form, add any medical attachments.	Authorization and Referral Request
<b>I want to view Aetna Better Health or Mercy Care specific resources.</b>	Home > Resources	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Resources	Base Role
<b>I want to view Aetna Better Health or Mercy Care news and announcements.</b>	Home > News feed	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > News and Announcements	Base Role
<b>I want to submit questions and receive help from Aetna Better Health or Mercy Care representatives.</b>	Home > My Account > Contact Us	Payer Spaces > Aetna Better Health - Medicaid region or Mercy Care > Applications > Contact Us	Base Role
<b>I want to submit Aetna Better Health or Mercy Care claims.</b>	Access instructions vary by health plan.	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Claim Submission	Base Role
<b>I want to register for electronic funds transfer (EFT).</b>	Home > Tasks > Register for EFT under Health Tools	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Resources > Electronic Funds Transfer (EFT) Enrollment/Change/ Cancellation	Base Role

1 Find the tool or feature you need...	2 In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...	3 Match it to the Availity tool... (no health plan selection required)	4 Identify the Availity role you need...
<b>I want to register for electronic remittance advice (ERA).</b>	Home > Tasks > Register for ERA under Health Tools	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Resources > Electronic Remittance Advice (ERA) Enrollment/Change/ Cancellation	Base Role
<b>I want to submit a single or bulk appeal to Aetna Better Health - Medicaid or Mercy Care.</b>	Home > My Account > Contact Us	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Appeals	Base Role
<b>I want to submit a grievance to Aetna Better Health - Medicaid or Mercy Care.</b>	Home > My Account > Contact Us	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Grievance	Base Role
<b>I want to check the status of an appeal or grievance to Aetna Better Health - Medicaid or Mercy Care.</b>	Home > My Account > Contact Us	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Appeals and Grievance Status	Base Role
<b>I want to share reports with Aetna Better Health - Medicaid or Mercy Care without having to email or send them to provider groups.</b>	Home > Health Tools > Business Intelligence Reports Availity- Payer Space > Applications > Medicaid Business Intelligence Reports	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Medicaid Business Intelligence Reports	Base Role
<b>I want to review care plans, assessments, and clinical records.</b>	Home > Health Tools > Case Management Availity- Payer Space > Applications > Medicaid Case Management (Dynamo)	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Medicaid Case Management (Dynamo)	Base Role

1 Find the tool or feature you need...	2 In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...	3 Match it to the Availity tool... (no health plan selection required)	4 Identify the Availity role you need...
<b>I want to generate a list of members who have designated the provider to be their primary care physician (PCP).</b>	Home > Task > Panel Roster Availity- Payer Space> Applications > Medicaid Panel Roster	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Medicaid Panel Roster	Base Role
<b>I want to review deliverable specifications, direct-enter or upload deliverables, and track the progress of submissions.</b>	Home > Health Tools > Provider Deliverable Manager (w/PDM) Availity- Payer Space > Applications > Medicaid Provider Deliverable Manager	Payer Spaces > Aetna Better Health - Medicaid or Mercy Care > Applications > Medicaid Provider Deliverable Manager	Base Role

