



July 8, 2026

The Availity provider platform is currently experiencing a technical issue that began on **July 2, 2026**. This issue is causing the status of active ABHLA members to incorrectly appear as terminated in Availity.

Please do not alter any upcoming member services or procedure based on member eligibility as it appears in Availity.

We are actively working to resolve this issue. Until further notice, please utilize LDH's **Member Eligibility Verification System (MEVS)** to verify member status.

We will notify providers when this issue is resolved. We apologize for the inconvenience and thank you for your patience and cooperation.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.