



Submit Peer to Peer Requests Electronically within Availity

If you haven't already registered with Availity, please visit the Availity Registration page:

<https://www.availity.com/Essentials-Portal-Registration>.

Beginning 9/17 you will be able to submit your Peer to Peer (P2P) request documents through Availity contact messages for Aetna Better Health.

To submit records for your Peer to Peer review, following the steps below:

- Log on to Availity; **<https://apps.availity.com/availity/web/public.elegant.login>**
- Select the Aetna Better Health payer space.
- Click on the Medicaid Contact Us Application

The screenshot shows the Availity Applications page. The 'Applications' tab is selected and highlighted with a red box. Below the tabs, there is a disclaimer: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. The page displays a grid of application tiles. The 'Medicaid Contact Us' tile is highlighted with a red box. It includes a heart icon, the title 'Medicaid Contact Us', and the description 'Contact Us through Availity Messaging'. Other tiles include 'Medicaid Appeal and Grievance Status', 'Medicaid Appeals', 'Medicaid Business Intelligence Reports', 'Medicaid Case Management(Dynamo)', 'Medicaid Claim Submission-Connect Center', 'Medicaid Claim Submission-Office Ally', 'Medicaid Grievance', 'Medicaid Panel Roster', 'Medicaid Provider Deliverable Manager', and 'Provider Details'.

- Fill out the form



Submit Peer to Peer Requests Electronically within Availity

- For the “I am contacting Aetna Better Health - Medicaid about”- **Select** “Peer to Peer(P2P)”

The screenshot shows the 'Medicaid Contact Us' form. The form includes fields for Organization, Select a Provider (optional), Provider Name, NPI, and Tax ID. The 'I am contacting Aetna Better Health - Medicaid about:' dropdown menu is open, showing a list of options: General, Change Provider Demographics, Claim Issue, Prior Authorization/Authorization Issue, Member Eligibility Issue, HEDIS Record Submission, Credentialing Inquiry, and SIU Record Submission. The 'Peer to Peer (P2P)' option is highlighted in red. A 'Close' button is visible next to the dropdown menu.

- In the “**Your message**” field, advise the details you are reaching out about.
- Select “Add File”
- Insert the saved Request Form from your computer.
- Submit**