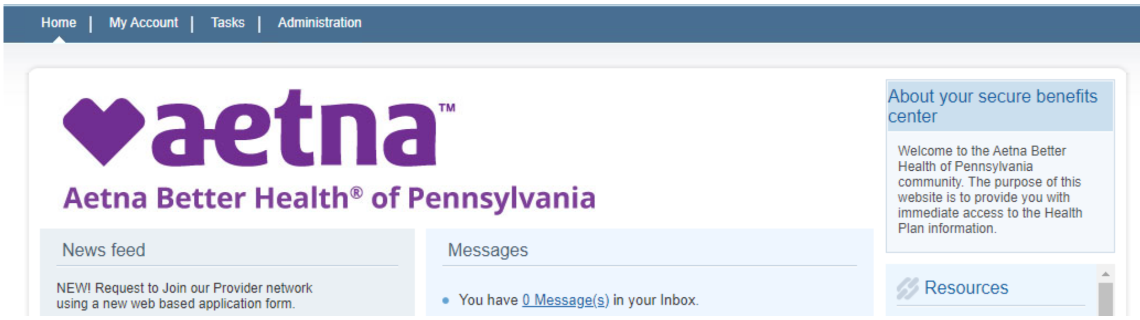
Aetna Better Health® of Pennsylvania

Secure Web Portal Quick Tips for Providers

As a registered user, when you log in to the Secure Web Portal, you'll be directed to the Home Screen. The Home Screen has a series of tabs on the top left side. Each tab directs you to a different functional section of the portal.



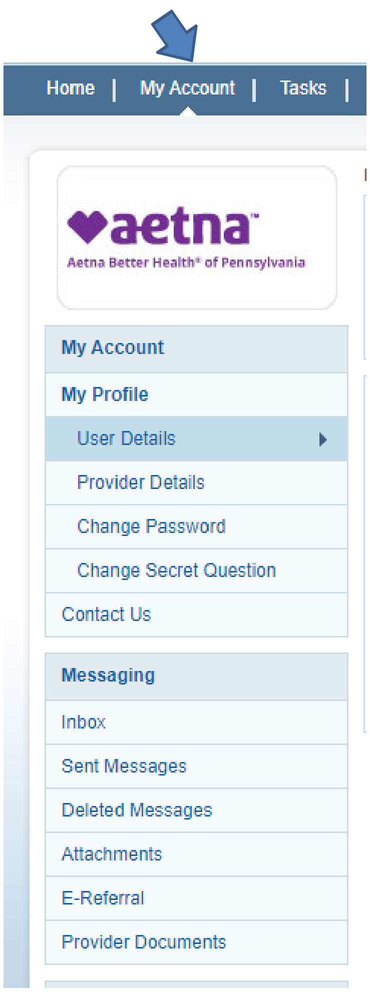
"Resources" Tab: The following links can be found

a. **Member newsletter:** This link will redirect you to our member newsletters on our website.
b. **Find a provider**: Click this link and search for any PAR provider with the plan. Example: if you need to identify an endocrinologist for one of your Aetna Better Health patients.
c. **Center for Medicare & Medicaid Services:** www.cms.gov
d. **Provider Experience Education Resources:** This link will redirect you to important provider resources on our website.
e. **Provider newsletter:** This link will redirect you to our provider newsletters on our website.
f. **Provider Manual:** This link will redirect you to our provider manual on our website.
g. **Forms Link:** This link will redirect you to different forms on our website.
    I. Forms to update your information with the plan
    II. Forms to submit for Electronic Remittance Advice (ERA)
        - Electronic remittance advice is an electronic file that contains claim payment and remittance information sent to your office
    III. Forms to submit for Electronic Funds Transfer (EFT)
        - Electronic fund transfer offers electronic payments deposited directly into the provider's bank account
    IV. Medical Forms, including:
        - OBNAF form
        - Provider appeals form
        - Prior authorization request form
        - Special needs case management form
        - Sterilization consent form
        - Web portal fax cover
    V. Prior Auth Criteria Forms: Specific to medication being prescribed.

h. **Submit an Online Practitioner Application:** This link will redirect you to our online provider application on our website.
i. **Practitioner Information Change Form/Provider Roster Worksheet:** You can make changes using this form for par providers under your associated TAX ID.
j. **Roster Update:** An excel worksheet you can use to submit roster updates (**must be 10+ updates to use this roster**).
k. **Searchable Formulary:** This is Aetna Better Health's formulary drug list.
l. **Department of Public Welfare (DHS) link**
m. **Provider Notice:** This link will redirect you to all old and new ABH notices on our website.
n. **SKYGEN USA Provider Portal**
o. **SKYGEN USA provider search**
p. **EViCore:** Aetna Better Health does not manage this portal, it is through EviCore for certain prior authorization.

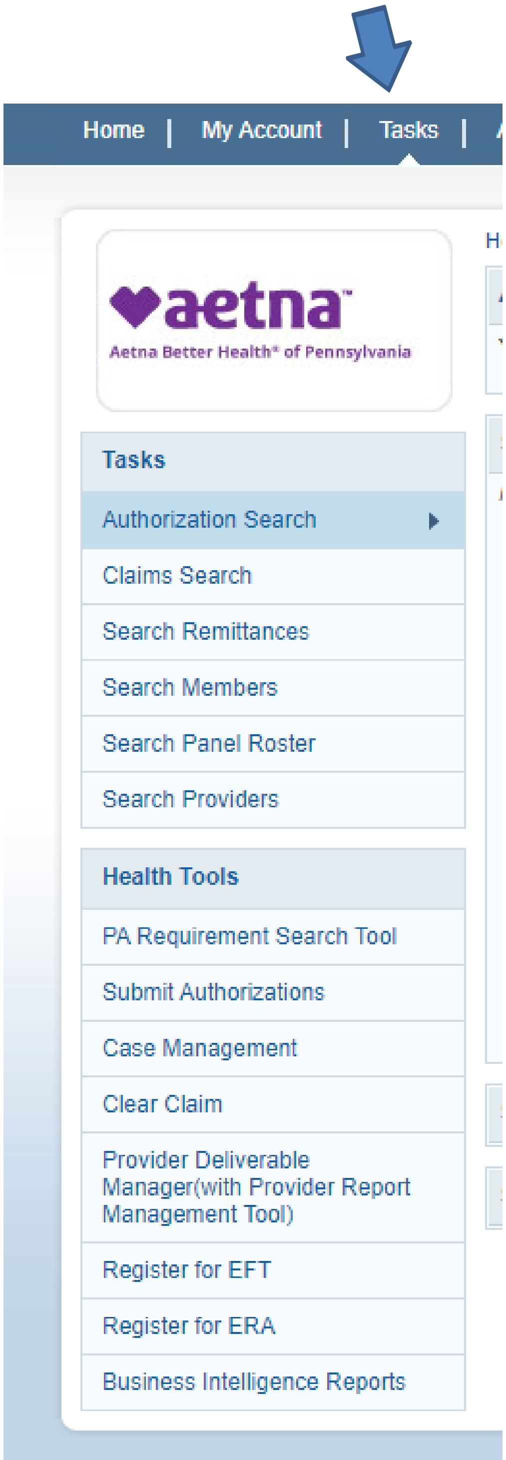
***Note: Submitted forms cannot be viewed nor sent through the Secure Web Portal. Please submit any documents to the corresponding email address or fax number provided. If you have any questions, please contact Provider Relations at 1-866-638-1232.

2. "My Account" Tab: Secure Web Portal Users can edit their account by clicking "My Account" and then "User Details".



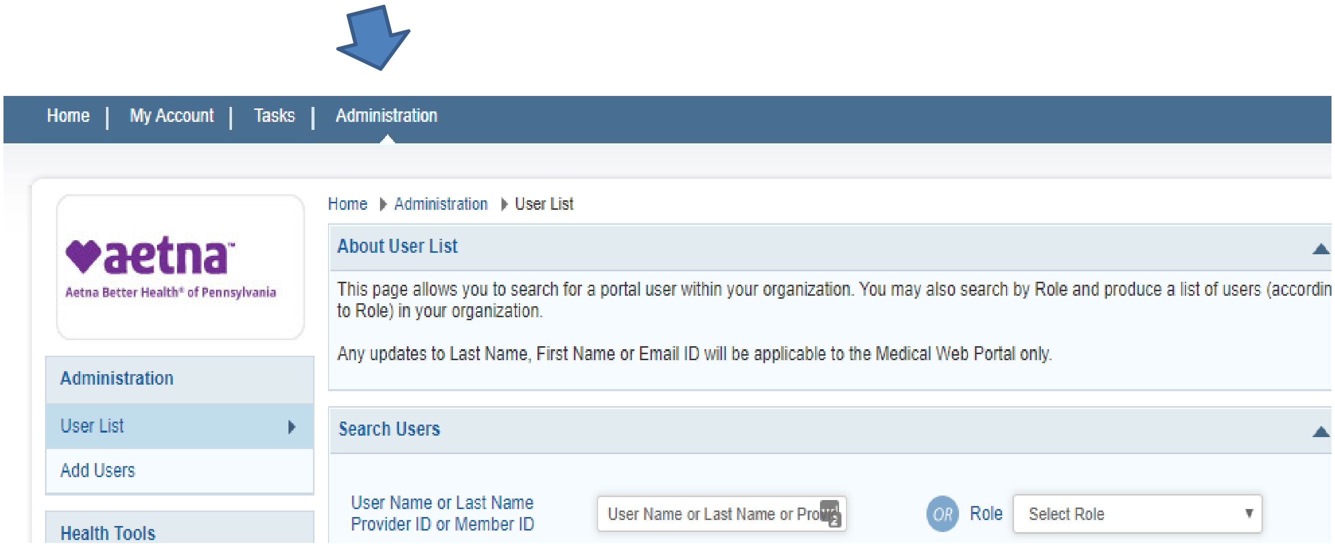
- User Details: Enables email addresses to be updated.
- Provider Details: View all your account details such as general information.
- Passwords and Secret Questions can also be changed on this page.
- Under "Messaging": you can view your inbox, sent messages and deleted messages.
- Attachments: If any of your messages has an attachment, you can view them here.
- E-Referral: This allows for an easy transfer of patient information from one primary provider to a secondary provider for treatment, services, and care coordination. ***All involved providers must be registered users of this web portal.**
- Provider Documents: This page contains related documents that can be downloaded.

3. "Tasks" Tab:



- Authorization Search: Search authorizations submitted to the plan. You must search by provider name, and then can either search by member last name or authorization information such as the ID.
- Claims Search: Search claims by selecting the provider name, and then can either enter member last name or ID, claim ID, check number, or DOS.
- Search Remittances: Search remittances by selecting the servicing provider name, and then either search by claim ID or check number. *****If the check number has an EFT or VCC in front of the number, you must enter that prior to the check number.**
- Search Members: Search for any member in the plan by name, DOB, or ID.
- Search Panel Roster: See a panel roster of providers linked to your group. Rosters should be pulled by individual provider, not locations.
- Search Providers: Search for any PAR provider with Aetna Better Health.
- PA Requirement Search Tool: This tool allows you to search any procedure code to see if it requires prior authorization or not. This tool will also tell you whether a certain code must go through EviCore or only needs PA when performed in a certain setting. PA Requirement Search Tool.docx
- Submit Authorizations: This tool allows you to submit authorizations through the web portal. Once you click this link, you must click "Auth Request" at the top left screen to access the prior authorization form.
- Case Management: This link redirects you to the CM referral form.
- Clear Claim: This tool helps determine how coding combinations on a claim may be evaluated during the adjudication process.
- Provider Deliverable Manager: This tool allows you to review any attachments you may have uploaded through the web portal. **You can also pull Gaps in Care and HEDIS reports** under "Provider Reports". Provider Deliverable Manager.docx
- Register for EFT & ERA: These links redirect you to the application for the EFT & ERA forms.
- Business Intelligence Reports: This report can pull VBS Quality Reports.

4. **“Administration” Tab: This is for ‘Admin’ users only. ‘Staff’ users cannot view/access this tab.**



User List: This allows you to search any associate users by username, last name, Provider ID, or Member ID. You do NOT need to select the role. Simply just put in the username, the user’s last name, or Provider ID and hit Search. All associated users linked to your Provider ID will show**. Admin users will be able to active/deactivate any accounts if needed, reset passwords, resend email, change the person’s user type role, change name or email address.**

Add Users: Only Admin status will be able to add users. Follow the below steps to add a user

1. User Type: Select “Provider”
2. Provider ID: Enter the Provider ID that your web portal account is linked to. You can find your Provider ID by going to “My Account” at the top left side of the page and copy the ID.
3. Leave TIN/SSN & NPI fields BLANK. Only fill in User Type and Provider ID.
4. Once the User Type and Provider ID is selected, click “Verify”.
5. The next drop-down is the Registration Form. Please fill out the following fields:
   a. Username
   b. Email ID
   c. User Last Name
   d. User First Name
   e. User Role (Admin status can add other users. Staff users cannot add other users.)
6. Once all fields are filled, click “Submit”. A confirmation box should appear saying “Registration Successful!” If you do not receive this message please verify all fields are filled out correctly (e.g., username may be taken, must select a different username).
7. Once registration is successful, that individual will receive an email with an activation link to active their account. This link will stay active for 24 hours.

A full Secure Web Portal Directory is visible at the bottom of the portal on any tab you select. If you have any questions, please contact Provider Relations at 1-866-638-1232.