



AETNA BETTER HEALTH® OF VIRGINIA

Aetna Better Health Medicaid Provider Portal Sunset Postponed

Dear Aetna Better Health of Virginia Providers,

Aetna Better Health and Availity appreciate your feedback on the retirement of the Medicaid Provider Portal. After careful consideration, the Secure Web Portal will remain available until further notice. We value our providers above all else and are dedicated to making this a seamless transition experience. Our teams will continue working to ensure that all existing functionality is present on Availity Essentials.

Please note: This message, as well as previous communications, apply to medical and hospital providers only. Aetna Better Health dental and vision providers should disregard and may continue utilizing their existing portal.

[Availity Essentials](#) is Aetna Better Health's preferred Provider Portal. As a registered Essentials user, you can immediately begin working with Aetna Better Health and other participating payers in your region. We encourage you to begin using Essentials for Aetna Better Health today, which includes these tools and features:

Claim Submissions	Appeals & Grievance Appeals	Prior Authorization Submission
Claim Status Inquiries	Appeals & Grievance Status	Prior Authorization Status
Payer Space	Panel Rosters	Eligibility and Benefits
Contact Us Messaging	Reports/PDM	

Let the Aetna Better Health Crosswalk be your guide

[Log in to Availity Essentials](#) and go straight to the Crosswalk for all the Aetna Better Health tools and resources you need.

Training resources

Take advantage of your [24/7 access to recorded webinars](#) that you can start, pause, and view at your convenience.

Haven't registered yet?

On Essentials, you only need one user ID and password to work with Aetna Better Health and other participating payers in your region. Getting your account is easy. First, your organization must designate an administrator for your office. The administrator is required to register the organization and will be responsible for adding new users. Your group will then have access to a new experience that includes the above tools and features. [Select here to register now!](#)

Not sure if you or your organization has an Availity Essentials account?

Ask your office manager. If your organization is registered, they can create an account for you.

Moving doesn't have to be messy

After you get your account, you'll have 24/7 access to multiple Aetna Better Health resources as well as recorded training that you can start, pause, and view at your convenience. [Get started today!](#)

Aetna Better Health of Virginia