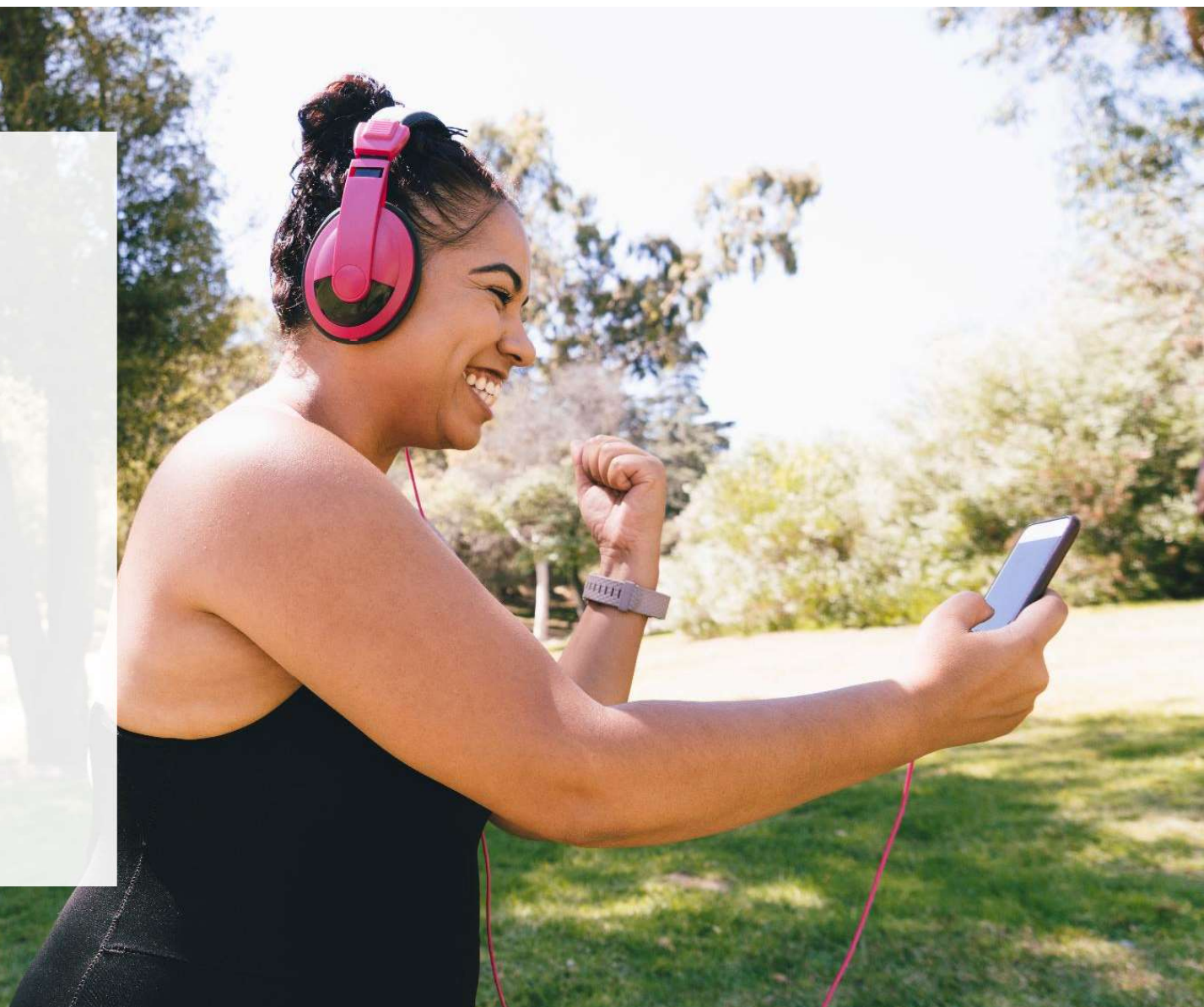


MAPAM Insurance Webinar

Theresa Day

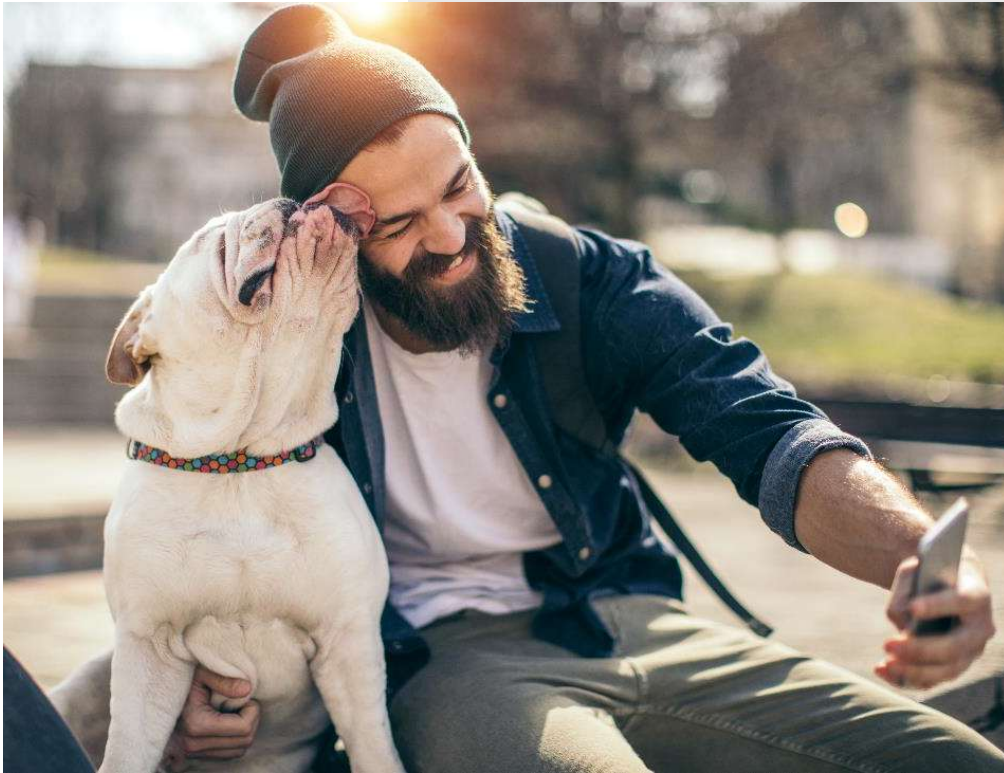
Director Network Mgmt. & Operations

May 26-27, 2022



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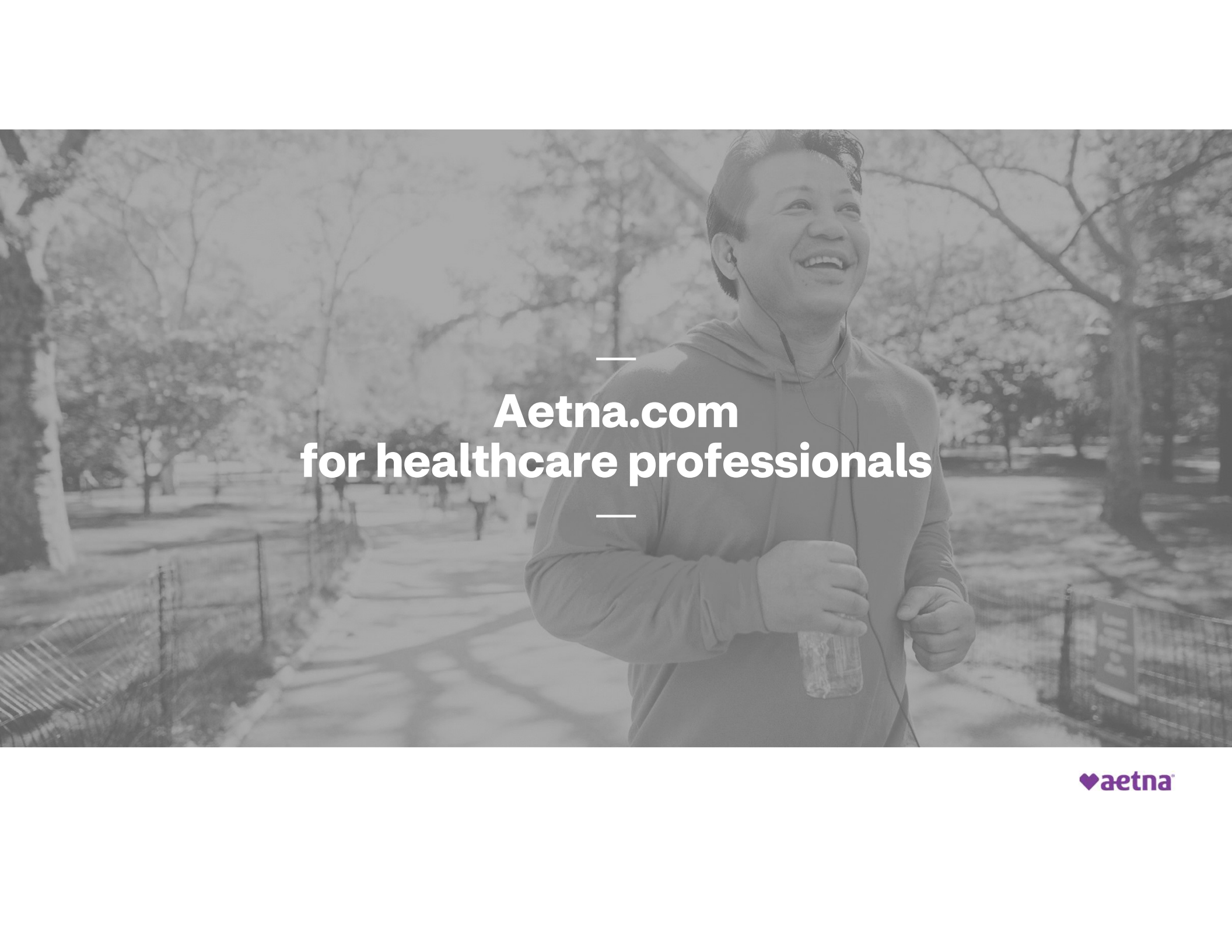


Agenda

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Availity.com

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for healthcare professionals



Aetna.com

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newsletters

Your dedication matters

We know that you're among those the pandemic has affected most. As another challenging year closes, know that we're here for you — just like you were for your patients — with helpful information and resources.

[COVID-19 FAQs](#)[Resources for you](#)

Making care easier

You and your staff can find all the forms you need, all in one place, so you can focus on patient care.

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Provider newsletters

Here you'll find Officelink Updates, our quarterly online newsletter for health care professionals. Plus, you'll find our bi-annual Behavioral Health Insights and quarterly First Tier, Downstream and Related Entities (FDR) Compliance newsletters.

[Read the current Officelink Updates >](#)

[Find archived newsletters and bulletins for each region >](#)

Welcome to the Provider Onboarding Center

Here you can request to join the Aetna network, update information for an existing participating provider, and much more.





Availability >

Availability is our sole provider portal. Log in or sign up to get access to Aetna's newest tools and resources.



Update Tax ID >

Use this form if you need to update your Tax ID information, add a new Tax ID, or replace an existing Tax ID.



Update provider data >

Update your provider data such as service location, phone number, office hours, email, and more.



Terminate contract >

Use this form if you are changing participation, relocating to a new state, retiring or a provider is deceased.



Are you a new provider?

If you are a new provider looking to participate in the Aetna network, please submit a Request for Participation.

Join our network >

Availity.com
Aetna's Provider Portal

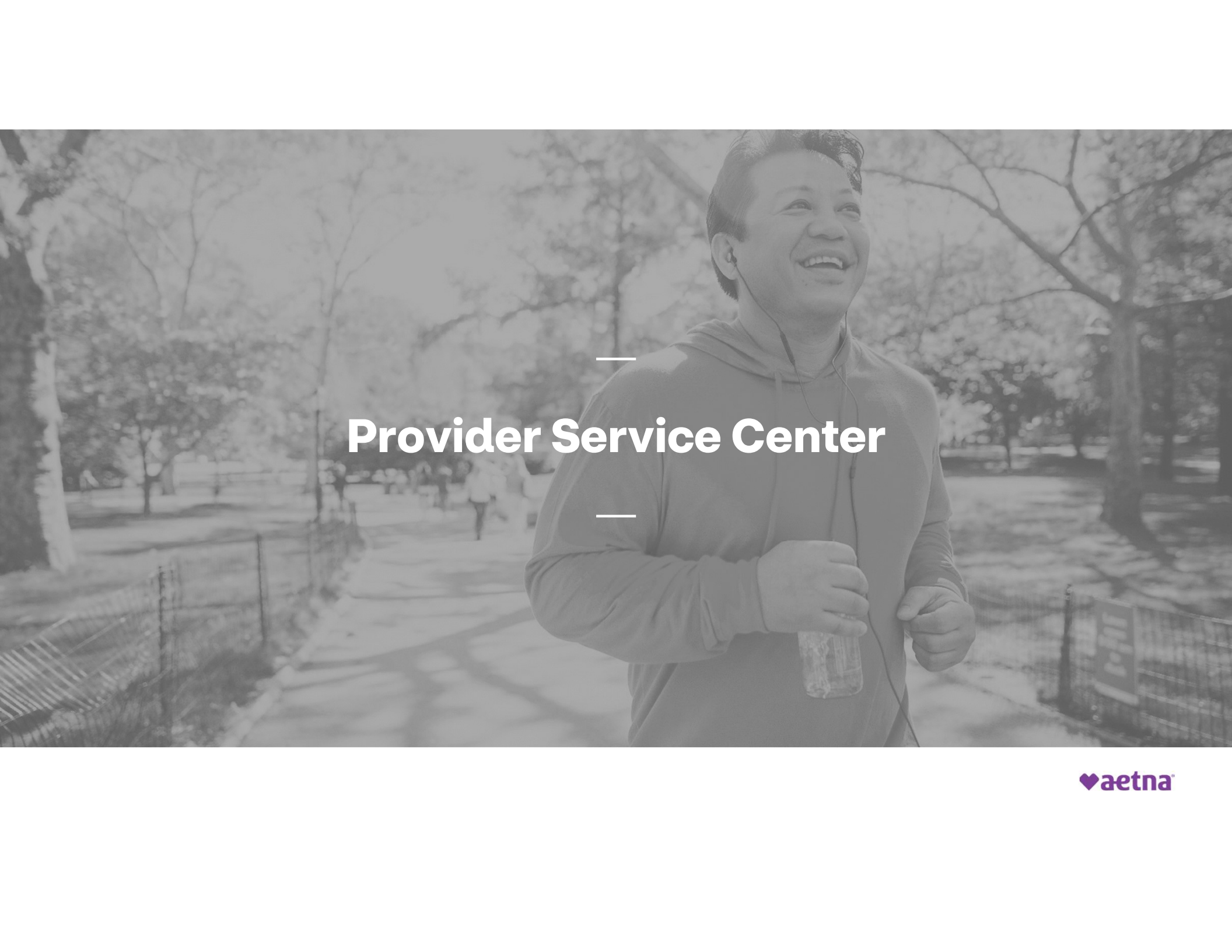
Doing business with us on Availity.com

- Access Aetna-specific resources through a dedicated payer spaces
- Request authorizations and referrals
- Submit claims, send supporting documentation, and check claim status
- Validate eligibility and benefits
- Verify and update your information in the provider directories
- View remittances and EOB statements

Updating the provider directory:

Providers can verify and update their demographic information within Aetna's provider directory

- Log in to [Availity](#)
- Choose "My Providers"
- Select "Provider Data Management"



Provider Service Center

Contacting Aetna

Contact us online.

Availity users log in to send us your questions.

Contact us by phone.

HMO and Medicare Advantage - **1-800-624-0756 (TTY: 711)**

Indemnity and PPO-based plans - **1-888-MD AETNA (1-888-632-3862)**
(TTY: 711)



Thank You!