

Best Ways to Connect



Making it easier for you to get help when you need it

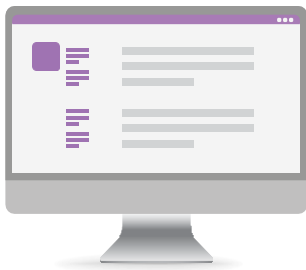
We want to make doing business with Aetna as easy as possible, and that includes getting in touch with us when you need support.

- ❖ Leverage the [Aetna Better Health of Florida provider website](#) for manuals and quick links.
- ❖ Visit [Availity](#) for real time enrollment, any claim related reviews, eligibility, prior-authorizations, grievance & appeals and questions or inquiries.
- ❖ Visit the [Change Health payer enrollment services website](#) for help with electronic funds transfer (EFT) and electronic remittance (ERA) set up

Still Need Support?

Use our new provider contact us form to tell us more about your specific request or inquiry.

This form allows you to share the right information from the start, so you don't have to spend valuable time tracking down the help you need. As an added benefit for us both, we have ensured that any request or inquiry made through this form is routed to the appropriate department.



HOW IT WORKS

To access the form visit ["Contact Us" provider web form](#)

Start by selecting the reason for your inquiry, then share the appropriate contact at your practice, and add essential information like your Tax ID, NPI and more.

You can also include up to 5 files with your inquiry if needed.

Frequently Asked Questions

What happens after I submit a request?

Once the form is submitted an email confirmation will be generated with all the details about your request.

Within 48 hours a case number will be assigned.

Inquiries will be answered as quickly as possible by our support teams.

When should I use this form?

Demographic changes, updates or terms; new provider adds to existing group contracts; terming providers due to office closures, retirement, and leaving medical group; large add/change/term files; W-9 submissions.

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