



AETNA BETTER HEALTH[®] OF NEW YORK
Member Care Information Portal User Guide





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Summary

Providers can access the web-based application CaseTrakker™ Dynamo, (aka Member Portal) to view their member's relevant clinical data, and securely interact with case management staff for optimal quality care.

You can:

- View and manage your individual patients
- View your patient's profile which contains:
 - Demographic information
 - Critical caregivers' names/relationship
 - Utilization during the last year for: hospital stays, ER visits, PCP visits, and specialist visits
 - Self-reported conditions and medications (including OTC, herbals and supplements)
 - Medications reported through claims
- View and send non-urgent messages about your patients to the patient case manager
- Identify gaps in care and other alerts
- View and update my practice's demographic data and contact information

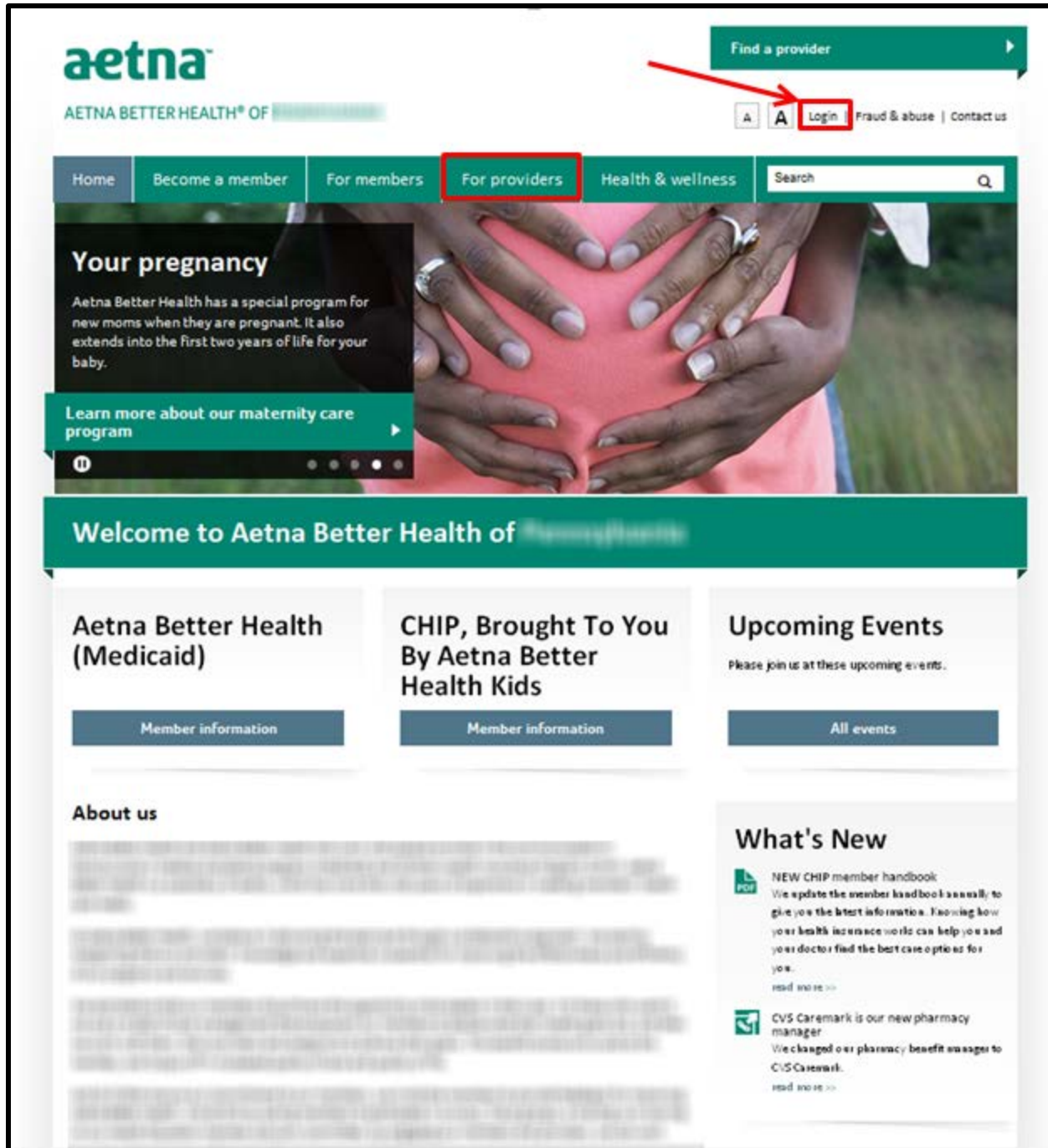
System Requirements

This portal will perform correctly when used with most major operating systems and Internet Browsers, except for Internet Explorer 6. Additionally, it does not display correctly on mobile devices.



Aetna Better Health Home Page

From the Aetna Better Health® home page, you can reach the portal in two ways.



**The State Health Plan website may look a little different.*

To Find the Portal

Homepage – Click the “log in” link at the top right section of the homepage.

For providers - Click the “For Providers” link on the homepage. From the “For Provider” page, click the “Portal” on the left hand side navigation.

The screenshot shows the Aetna website interface for providers. At the top right, there is a "Find a provider" button and a "Log in" link highlighted with a red box. Below the header, a navigation bar includes "Home", "Become A Member", "For Members", "For Providers" (highlighted with a red box), and "Health & Wellness". A search bar is located to the right of the navigation bar. The main content area is titled "For providers" and features a sidebar with links: "Join Our Network", "Manual", "Pharmacy", "Guidelines", "Special Needs Unit", "Notices", "Forms", "Newsletters", and "Portal" (highlighted with a red box). The main content area includes a heading "Together, we can improve health care quality" and several paragraphs of text. Below the main content is a "Quick Links" section with icons and links for "Provider portal", "Provider manual", "Become a provider", and "Prior authorization request form". At the bottom, there is a footer with columns for "Home", "Become a member", "For members", "For providers", and "Health & wellness", each containing a list of related links.

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Registration

To register for the Provider Portal, you can download the form from the Portal information page and fax it to Provider Relations number located on the form. Providers who submit a registration form will receive a letter with their login and password.

The screenshot shows the Aetna website's navigation and content for providers. At the top, there is a search bar with the text "Find a provider" and a right-pointing arrow. Below the search bar, there are language options: "English | Español | Log in | Fraud & abuse | Contact us". The main navigation menu includes "Home", "Become A Member", "For Members", "For Providers", and "Health & Wellness". A search bar is also present in the navigation menu.

The "For Providers" section is highlighted with a red box and contains the following links: "Join Our Network", "Manual", "Pharmacy", "Guidelines", "Special Needs Unit", "Notices", "Forms", "Newsletters", and "Portal".

The "Portal" section is highlighted with a red box and contains the following text:

Portal

Secure web portal

We're dedicated to providing great service to our providers and members. That's why our HIPAA-compliant web portal is available 24 hours a day. If you sign up for the portal, you can:

- Submit and verify prior authorizations
- Verify enrollment
- Look up claims status
- Find providers or specialists
- Get information on covered health services
- Access and print member panel rosters
- View a searchable version of the formulary

All providers must register for the provider web portal prior to use by completing and submitting our [web portal registration](#). See our provider [web portal navigation guide](#) to learn more about the provider web portal.

If you are already registered, you can [log in](#) here.

Member Care Information portal

You can connect to your patients and their care teams with Member Care Information. This secure, online portal gives you the ability to complete the ONAF online. You can also access:

- A real-time listing of your patients
- Information on your practice
- Email capability with Care Managers

Already registered? Log in to [Member Care Information Portal](#).

Need to register? Register today by completing this short [registration form](#).

For more information, contact your Provider Services representative at 1-866-638-1232.

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Login

Once you are registered, you can enter through the Portal login site.

aetnaSM

Member Care Information – Provider log in

User name

Password

[Log in](#)

• The user name or password provided is incorrect.

This disclaimer neither confirms nor denies that this individual may or may not have a substance use disorder. We recommend you explore these issues with the person directly. This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

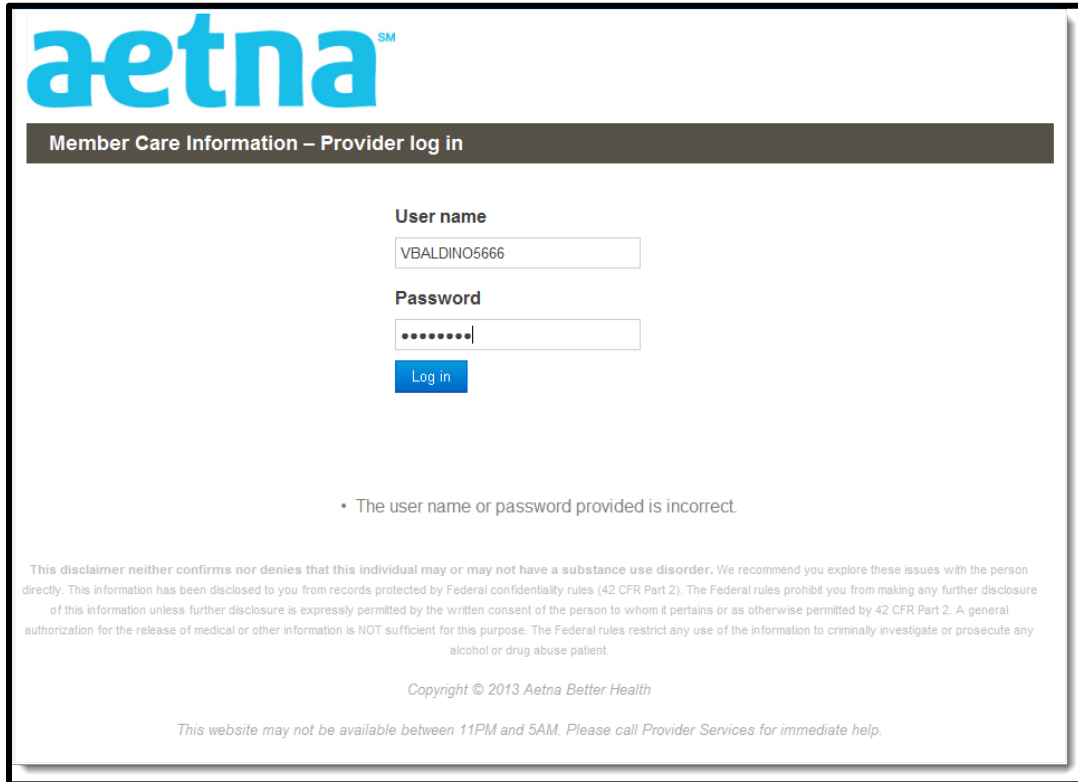
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This website may not be available between 11PM and 5AM. Please call Provider Services for immediate help.

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Creating a New Password

Use the username and password in the letter (email) you received from Provider Relations to create a new password.



aetnaSM

Member Care Information – Provider log in

User name
VBALDINO5666

Password
.....|

Log in

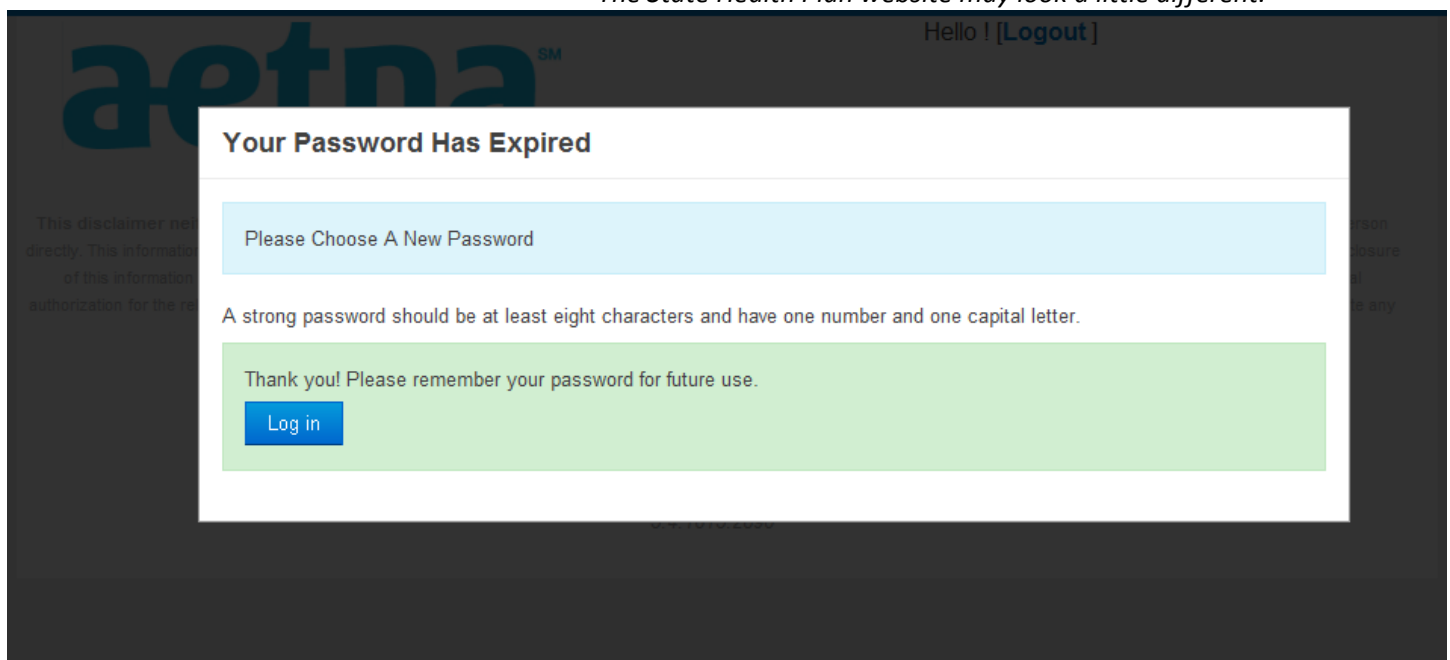
• The user name or password provided is incorrect.

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Hello! [Logout]

Your Password Has Expired

Please Choose A New Password

A strong password should be at least eight characters and have one number and one capital letter.

Thank you! Please remember your password for future use.

Log in

Your Password Has Expired

Please Choose A New Password

A strong password should be at least eight characters and have one number and one capital letter.

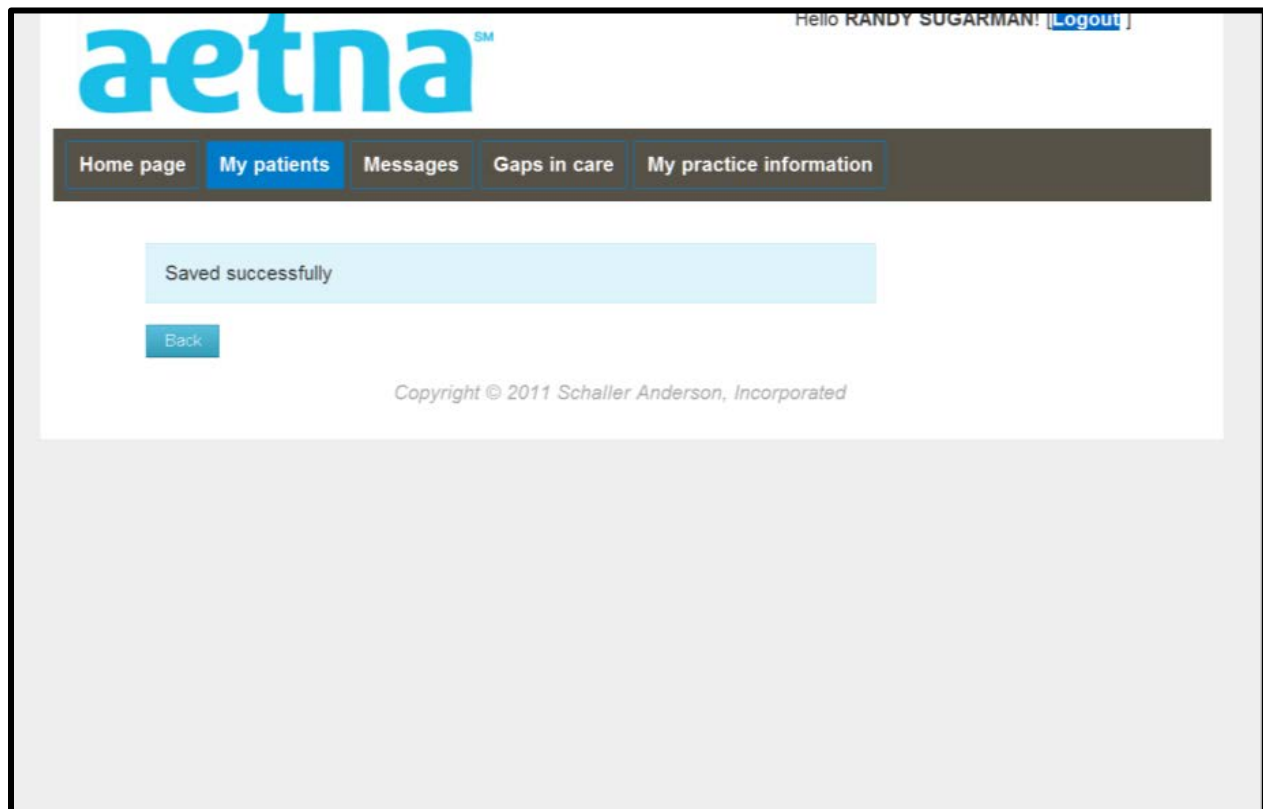
New Password

Repeat New Password

[Change Password](#)

A strong password should be at least eight characters and have one number and one capital letter.

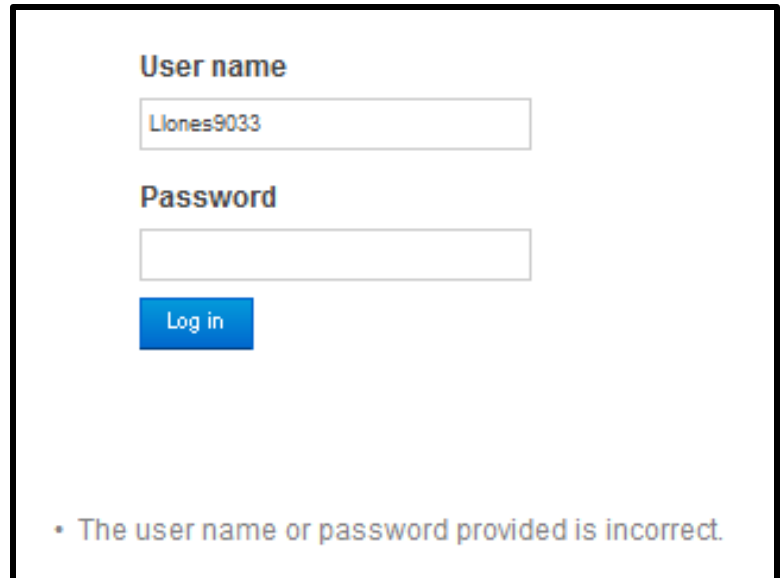
When saved successfully, choosing “BACK” will bring the provider to the “My patients” page.



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Creating a New Password - errors

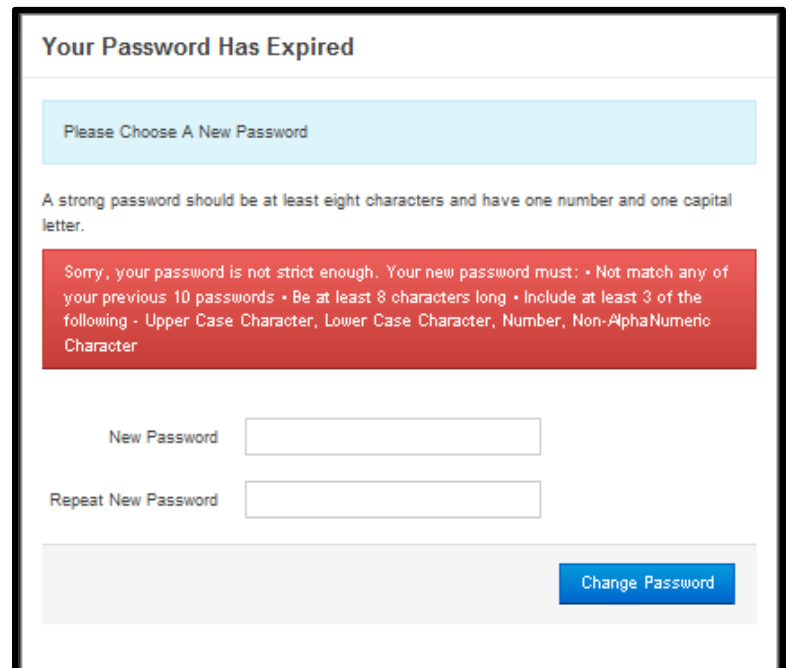
-Username and password are incorrect.



The screenshot shows a login form with the following elements:

- User name** label above a text input field containing "Llones9033".
- Password** label above an empty text input field.
- A blue **Log in** button.
- An error message at the bottom: "• The user name or password provided is incorrect."

-The password chosen is not strong enough.



The screenshot shows a "Your Password Has Expired" screen with the following elements:

- A light blue header bar with the text "Please Choose A New Password".
- A message: "A strong password should be at least eight characters and have one number and one capital letter."
- A red error box containing the text: "Sorry, your password is not strict enough. Your new password must: • Not match any of your previous 10 passwords • Be at least 8 characters long • Include at least 3 of the following - Upper Case Character, Lower Case Character, Number, Non-AlphaNumeric Character".
- Two text input fields: "New Password" and "Repeat New Password".
- A blue **Change Password** button.

Resetting Password

Contact Provider Relations to reset your password

Forgetting User Name

Contact Provider Relations to confirm your username

Welcome Page

The welcome page allows you to choose what type of information you are interested in for your session.

The screenshot shows the Aetna provider portal interface. At the top left is the Aetna logo. At the top right, it says "Hello VINI [redacted] [Logout]". Below the logo is a navigation bar with three buttons: "Home page", "My patients", and "My information". The "My patients" button is highlighted. Below the navigation bar, the text "Welcome VI [redacted]" is displayed. There are two main sections: "My patients" with the subtext "Manage my patients", and "My information" with the subtext "View and update my practice's demographic data and contact information". A disclaimer is present, followed by "Copyright © 2013 Aetna Better Health" and a note about website availability: "This website may not be available between 11PM and 5AM. Please call Provider Services for immediate help." The phone number "5.4.1615.2890" is at the bottom.

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My Patient List

From the Home page, if you select the “My patients” tab, you will be able to view your member panel. You also can filter by patient name.

Filter results

Patient name	Patient ID	DOB	Care managed
ABDI, K	21	1975	No
ABDI, S	21	1997	No
ACEBC	44	1972	No
AHLGR	82	1950	No
AKUNA	24	1984	No
ALA, CI	41	1954	No
AMEZC	31	1982	No
ANNCH	71	1987	No
AREVA	14	1976	No
ARNET	41	1981	No
ASEN,	61	1998	No
BADDE	21	2007	No
BADDE	21	2000	No
BANCC	31	1992	No

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If you are not the patient’s Primary Care Physician (PCP)

If you are not the patient’s PCP you’ll need to complete an attestation. Click on the green “I Certify” button at the bottom of the page.

In order to search patients not on your panel, you must certify that you are accessing patient information for treatment purposes only.

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Certifying My Patient

If you select “I Certify” to view a member that is not on your panel, you’ll need to have the patient’s last name, first name, DOB and patient ID (number on the member Medicaid card). This process will have to be repeated each time you close out of the patient’s file.

Patient search by name/ID and DOB
By accessing a patient record, you certify that it is for treatment purposes only.

Patient last name: Patient first name: DOB:

Patient ID:

Filter results:

Patient name	Patient ID	DOB	Care managed
WAGNER, JENNIFER	8898	1985	Yes

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Patient Contact Information

Here you can view the patient contact information.

The screenshot shows the Aetna patient portal interface. At the top left is the Aetna logo. At the top right, it says "Hello [Name] [Logout]". Below the logo is a navigation bar with "Home page", "My patients", and "My information". Under "My patients", "Patient contact information" is selected and highlighted with a red box, and "Assessments" is also visible. The main content area is titled "Patient contact information for Ms. JENNIFER L WAGNER". Below this title, patient details are listed: "Patient: Ms. JENNIFER L WA", "ID number: 8898", "DOB/Age: 1985 (28 years)", and "Gender: Female". There are two columns of contact information: "Main phone" (282-...), "Second phone", "Cell phone", "E-mail address" (none@aol.com), "Home address" (177 EDGEWOOD AVE, SAINT THOMAS, PA 17252), and "Mailing address" (177 EDGEWOOD AVE, SAINT THOMAS, PA 17252). At the bottom, there is a small disclaimer text.

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ONAF & Assessments

This tab allows you to review the assessments for the patient and submit the electronic “Obstetrical Needs Assessment Form” (ONAF).

The screenshot shows the Aetna web portal interface. At the top left is the Aetna logo. At the top right, it says "Hello [REDACTED] [Logout]". Below the logo is a navigation bar with three tabs: "Home page", "My patients", and "My information". Under "My patients", there are two sub-tabs: "Patient contact information" and "Assessments". The "Assessments" tab is selected and highlighted. Below the sub-tabs, the page title is "Assessments for Ms. JENNIFER [REDACTED]". A message states: "A new ONAF is required for each pregnancy." Below this, there is a link for "ONAF Instructions" and a button labeled "Create New ONAF". Underneath the button is the text "View Existing ONAFs". At the bottom of the page, there is a disclaimer: "This disclaimer neither confirms nor denies that this individual may or may not have a substance use disorder. We recommend you explore these issues with the person directly. This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient." At the very bottom, it says "Copyright © 2013 Aetna Better Health".

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Obstetrical Needs Assessment Form (ONAF)

Here you can complete a previously submitted ONAF, based on the status section.

Assessments for Ms. JU

A new ONAF is required for each pregnancy.

ONAF Instructions

Existing ONAF must be completed prior to opening a new one.

View Existing ONAFs

Date	Status		
12/10/2013	Open	View ONAF Assessment	Print ONAF
11/04/2013	Complete	View ONAF Assessment	Print ONAF

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Obstetrical Needs Assessment Form (ONAF) - Continued

Here is what the ONAF looks like through the portal.
The star (*) indicates a required field.

aetna™ Hello [Redacted] [Logout]

Home page My patients My information

ONAF for Ms. ISA [Redacted] Print

Created By: VINCENT E BALDINO Date and Time: 2013 10:40:25 AM Status: Open Complete

OB/Gyn Office Information:

* Practice Name: Provider Practice * Phone: (999) 999-9999 * Fax: (999) 999-9999 * MAID: 9999999999

* Date Initially Entered: 11/14/2013 28-32 Weeks Date Entered: Postpartum Date Entered: * Form Completed By: Rosena Saunders

Member's Information:

First Name: ISABELLE Last Name: BEILE DOB: 1978 Age:

Mem.ID/MAID#: 0000094600 Member's Health Plan: ABH - Pennsylvania Healthy Beginnings Plus Member: Yes No * Home Phone: (999) 999-9999

Alternate Phone: Language(s): Hospital for Delivery: * 1st Prenatal Visit: 11/14/2013

* EDC: 03/10/2014 * by: LMP * Date: 05/28/2013 * by: US * Date: 11/14/2013 GA at 1st Visit: * Gravida: 2

* Full Term: 1 * Pre-Term: 0 * AB: 0 * SAB: 0 * TAB: 0

Living: Height: Weight: BMI: * Date/Last PAP: 09/11/2013

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My Information

Here you can update your contact information.

The screenshot shows the Aetna website's 'My Information' section. At the top left is the Aetna logo. At the top right, it says 'Hello [Name] [Logout]'. Below the logo is a navigation bar with three buttons: 'Home page', 'My patients', and 'My information' (which is highlighted in blue). The main heading is 'My contact information'. Below this is a disclaimer: 'Any updates made here will not affect claims payment. Please contact Provider Services at (866) 638-1232 to update information for claims payment or if you have any questions.' The contact information is displayed in a grid-like format:

Main phone 215 [redacted]	Main fax 2157261257	Secondary phone No phone entered
Mailing address 5737 Chester Ave Philadelphia, PA 19143	Physical address 5737 Chester Ave Philadelphia, PA 19143	

Below the grid, there is a note: 'You can add/edit an additional fax number and edit your e-mail address below.' At the bottom, there are two input fields: 'Provider identified fax' and 'E-mail address'.

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End of Guide