

Aetna Better Health of Texas Web Portal – FAQs

Q: How often is data refreshed in the Aetna Better Health of Texas Web Portal?

A: The Aetna Better Health of Texas Web Portal connects with back-end systems in real-time so data is always current and up-to-date.

Q: If I have an issue/problem or suggestion related to the Aetna Better Health of Texas Web Portal, who should I contact?

A: You can use the portal secure internal messaging to communicate your issue/problem or suggestion directly to the health plan. You may also call the health plan Provider/Member Services staff at 1-800-306-8612 (Tarrant) or 1-800-248-7767 (Bexar)

Q: When selecting the Submit Prior Authorization link in my Tasks navigation menu, I am connected to a new authorizations submission form and work queue. Should I look in this queue or in Search Authorizations for prior authorization status?

A: Both systems will reflect the current status of a prior authorization but the new authorization system will contain all of the details of the authorization; the Search Authorizations function only provides the high level detail.

Q: I am a health plan member and I see that my address is incorrect in the Member Details section of the portal. Can I correct that information myself?

A: Member demographic information is provided to the health plan by the Texas Department of Medicaid (ODM) and the Social Security Administration. Please contact your ODM County Case Worker and the Social Security Administration