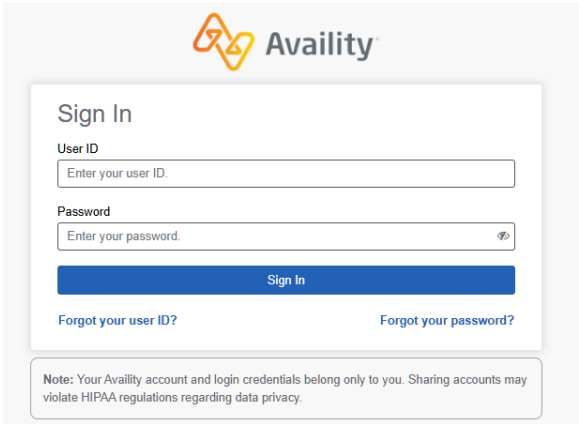
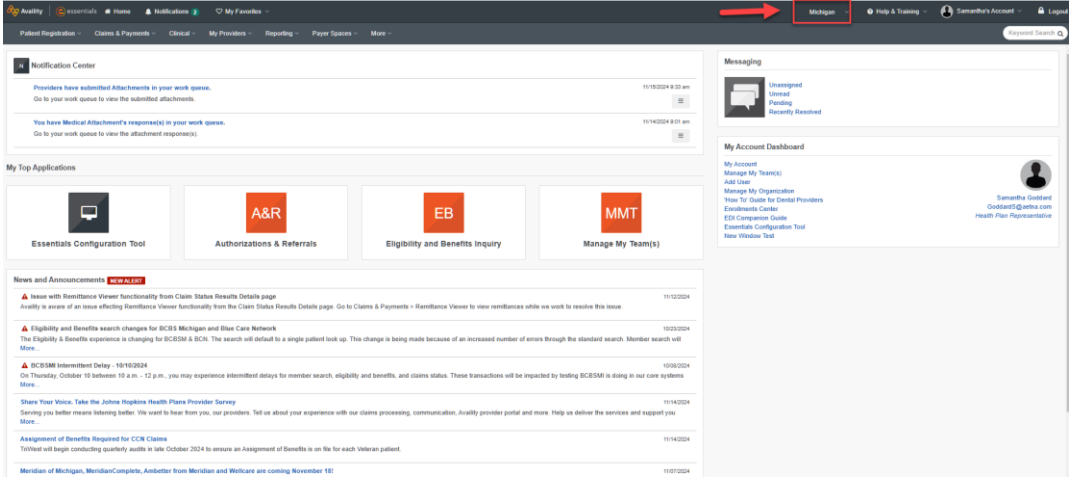
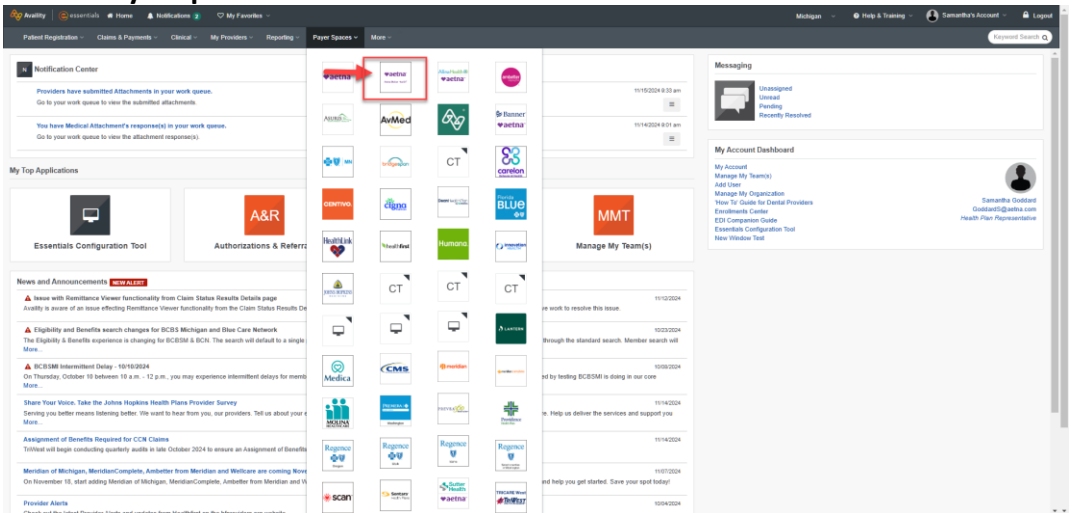
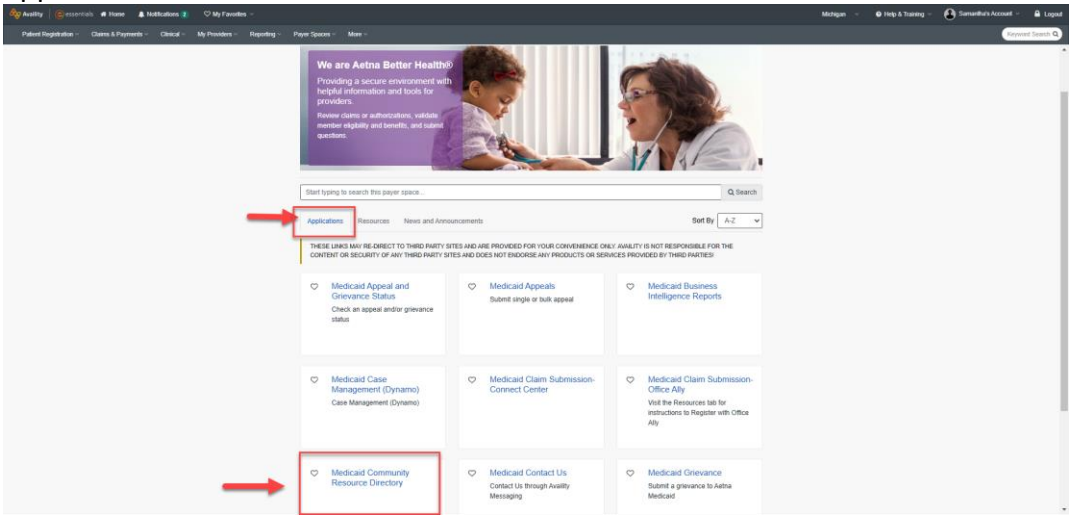


AMA- How to Access Community Resources in the Availity Provider Portal

Introduction

This Job Aid outlines what steps a provider will take to access the Community Resource Directory (CRD) payer space application in Availity, the Provider Portal.

Step	Action
1.	Log on to the portal using your credentials at https://apps.availity.com/web/onboarding/availity-fr-ui/#/login 
2.	Select the appropriate health plan region (health plan state) 

3.	Under Payer Spaces select the Aetna Better Health tile 
4.	Under Applications select the Medicaid Community Resource Directory application tile 
5.	Enter the required details and select Retrieve Provider Info

Note: Required fields are marked with an *

Note; Once the provider selection has been made the CRD tool will open.

	 Community Resource Directory Contact Us Add New Organization Tagliaferro, Kelly  Looking for help? Get started by searching for local services in your area and be connected with Community-Based Organizations What EX: Education, Financial, Food Where Hartford, CT  Search Additional Search Filters   Having trouble finding a resource near your zip code? Using the additional filters dropdown: Expand the Distance radius in additional filters OR Select the Online Resources Only checkbox to expand your reach to National or Statewide programs Or browse the categories  Care  Covered Benefits  Education and Employment  Financial  Food  Goods  Health  Housing  Legal, Tax Services and Immigration  Transportation  Learn More In addition to insurance benefits, members are encouraged to build their support network by connecting with local community resources. This resource database is actively managed by a team of specialists, but every user (including you) can contribute to this growing database Here you can: • Search for resources • Save resources to a profile • Recommend new resources • Suggest edits to existing resources
7.	End Process