aetna™

April 2024

Update to Aetna Better Health® of Texas Acceptable and Not acceptable as an MSRP/Invoice.

*This notice replaces all previous notices.

DME Acceptable and Not acceptable as an MSRP/Invoice

Acceptable documentation for MSRP or Invoice for those services requiring manual pricing are as follows:

- Documents must be submitted with the initial claim submission, with a corrected claim or as an attachment in the Availity Web Portal.
- Document must be clearly labeled as an MSRP (retail pricing) or Invoice by the supplying company and include the following:
  - Name of company supplying the item clearly marked on the document
  - Date of MSRP or Invoice clearly marked and within at least 2 years of the Date of Service on the Claim
  - If more than one code on the claim requires manual pricing, then the MSRP or Invoice must be clearly marked with the CPT code billed and the Claim Line to match the document to the claim submission
- Quotes or Estimates will be accepted for MSRP (retail pricing)

Unacceptable documents for MSRP or Invoice for those services requiring manual pricing are as follows:

- MSRP or Invoice submitted with an Appeal ONLY is not acceptable proof of a clean claim submission
- Documents greater than 2 years of the Date of Service on the Claim
- Documents that are unreadable
- "Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form"
- Documents labeled as "Delivery ticket"
- Documents that are typed on billing company letterhead and do not contain proof of pricing per company supplying the item.
- Alterations to Invoices submitted for invoice-based claim pricing.

Aetna Better Health of Texas values your participation and input. If you have any questions, need clarification of this guidance, or have other claim issues related to DME Pricing, please contact your Provider Relations Representative directly or Provider Services at: 1-800-248-7767 (Bexar),1-800-306-8612(Tarrant)and1-844-787-5437(STARKids).

Thank you, as always, for the support and care that you provide to our members!