

# Aetna Better Health® of Texas

## Claim Submission Instructions Change Notice – Service Facility Address on NICU Claims

Effective 4/1/2020, Aetna Better of Health of Texas will require all facilities submitting claims for neonatal care with revenue codes – 0172, 0173 and 0174 to submit the billing/service facility address on the claim as an **EXACT** match to what the facility has registered with TMHP.

Either the billing provider address or the service address (details in table below) must be an **exact** match:

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| Required Data Element    | Electronic Claim (837I)   | Paper Claim Form   |
|--------------------------|---|--|
| Billing Provider Address | Loop 2010AA<br>NM1 – Billing Provider Name<br>N3 – Billing Provider Address<br>N4 – City, State and Zip         | Field Location - 1   |
| Service Facility Address | Loop 2310E<br>NM1 – Service Facility Location Name<br>N3 – Service Facility Address<br>N4 – City, State and Zip | Field Location – 80 Remarks:<br>Enter the Service Facility Location Name, Address, City, State and Zip |

If these data elements are missing or invalid, claim lines related to the NICU stay will be **DENIED** with a remit message of:

### **N294 - MISSING/INCOMPLETE/INVALID SERVICE FACILITY PRIMARY ADDRESS**

Please refer to the Inpatient and Outpatient Hospital Services Handbook of the Texas Medicaid Provider Procedures Manual (TMPPM) 3.7.3.7 Other Requirements which establish that *“the submitted facility address on the claim must match the physical address of the location that has been issued a neonatal level of care designation. If the facility address is not included on the claim, the submitted billing address must match the physical address of the location that was issued a neonatal level of care designation.”* For more information on address updates, providers can refer to [DSHS website](#).

For any questions please reach out to Provider Relations at: -

Medicaid STAR  
Bexar: **1-800-248-7767**  
Tarrant: **1-800-306-8612**

CHIP  
Bexar: **1-866-818-0959**  
Tarrant: **1-800-245-5380**

Medicaid STAR Kids  
Tarrant: **1-844-787-5437**