

April 2, 2018

AETNA BETTER HEALTH[®] AETNA BETTER HEALTH[®] KIDS

Provider facility location name and NPI number required starting July 1, 2018

Please be aware that that The Department of Human Services will soon begin requiring that when a service is provided in a facility and the provider is submitting a professional claim, the service facility information must be submitted. Per the X-12 Health Care Claim Professional 837 Billing Guide, this field is situational; however, required when the location of health care service is different than that carried in Loop 2010AA (Billing Provider). The purpose of this loop is to identify specifically where the service was rendered. Some providers use the facility as a service location if they are rendering services at that facility regularly. The facility information must still be completed because we would not be able to distinguish that the service location is a facility.

Starting July 1, 2018 Aetna Better Health and Aetna Better Health Kids will deny claims for certain provider types if the facility location name and NPI number is missing from your claim.

Specific Claim Requirements:

- You must enter the facility information on the professional claim when billing for services performed in a facility
- The facility information **must** be populated in Loop 2310C – *Service Facility Location Name or box 32 on the CMS1500.*
- If the facility location information is not included on the claim, the claim will deny
- If the rendering provider type is not one of the following:

- 01/010 (IP Facility/Acute Care Hosp)
- 01/011 (IP Facility/Private Psych Hosp)
- 01/012 (IP Facility/IP Med Rehab Hosp)
- 01/016 (IP Facility/ER)
- 01/017 (IP Facility/ER)
- 01/019 (IP Facility/IP Drug & Alcohol Hosp)
- 01/021 (IP Facility/Short Procedure Unit)
- 01/022 (IP Facility/Private Psych Hosp)
- 02/020 (Ambulatory Surgical Center)

AND, the facility number not numeric or missing **AND** place of service (POS) is 21 – Inpatient Hospital, 22 – Outpatient Hospital, 23 – Emergency Room or 24 – Ambulatory Surgical Center , then your claim will deny. If there are any services that are not actually done at the facility for a recipient, then the Place of Service (POS) should not be 21, 22, 23 or 24.

For questions or concerns about provider claims, please contact Aetna Better Health /Aetna Better Health Kids Provider Relations by calling 1-866-638-1232.

Thank you,
Provider Relations
Aetna Better Health, Aetna Better Health Kids