



Durable Medical Equipment Certification and Receipt: Effective May 1, 2024

This update clarifies Aetna Better of Texas' Durable Medical Equipment policy for STAR, STAR Kids and CHIP.

Per Section 32.024 of the Texas Human Resources Code, a provider who arranges for durable medical equipment ("DME") for a child receiving Medicaid health care and related services and benefits must maintain a record of compliance that (a) the child received the equipment prescribed, (b) the equipment fits properly, and (c) the child or the child's parent or guardian (as appropriate considering the age of the child), received instruction on the equipment's use.

The requirement applies regardless of the equipment's value. The record of compliance must exist before Aetna Better Health of Texas ("Aetna") pays for DME.

Consistent with Texas Administrative Code Rule §354.1185, Aetna requires that providers of DME, and the child or the child's parent or guardian (as appropriate considering the age of the child), sign the DME Certification and Receipt Form that is available on the TMHP website at www.tmhp.com before a claim is submitted for payment. The signature of the child or the child's parent or guardian verifies that the DME is in the child's possession.

Aetna accepts records of compliance other than the DME Certification and Receipt Form, provided the format records compliance with the requirements that (a) the child received the equipment prescribed, (b) the equipment fits properly, and (c) the child or the child's parent or guardian (as appropriate considering the age of the child), received instruction on the equipment's use. Delivery slips generally don't meet all of the requirements.

The provider must maintain the DME Certification and Receipt Form (or equivalent) and must produce it for review upon Aetna's request.

Aetna does not require the provider to submit the DME Certification and Receipt Form (or equivalent) with the claim but reminds providers of the requirement to retain the information in their records. Aetna has the right to recoup payments unsubstantiated by a record of compliance with the requirements above. If the provider fails to retain the information in their records, the provider may be non-compliant with the Provider Agreement with Aetna.

If you have questions, need clarification on this guidance, or have claims issues related to DME, then contact your Provider Relations Representative directly or Provider Services at:

- STAR (Medicaid)
 - 1-800-248-7767 (Bexar)
 - 1-800-306-8612 (Tarrant)
- STAR Kids: 1-844-787-5437
- CHIP
 - 1-866-818-0959 (Bexar)
 - 1-800-245-5380 (Tarrant)