



PROVIDER BULLETIN

Aetna Better Health® of Florida

Pharmacy Billing Guidance & Claim Denial Reminder

WHAT IS HAPPENING

- Some pharmacy-related services are being billed under the medical benefit or with incorrect POS codes, resulting in claim denials.

WHAT YOU NEED TO DO

- For provider type 20, bill PBM when dispensed in a pharmacy.
- Review your contract for any specific exclusions.
- Bill the health plan for injectables administered in a home or office setting
- Ensure PML registration matches how the provider is submitting the claim.

AVOID COMMON DENIALS

- Billing the health plan instead of PBM.
- Incorrect or missing POS.
- Not registered on the PML.
- Not contracted with the PBM.

Billing guidance only – does not impact clinical decisions.

