

March 3, 2026

Aetna Better Health® of Illinois

Prior approval requirement for wheelchair repairs over \$1,500 – Effective March 1, 2026

Durable Medical Equipment (DME) and Supplies Providers should take note of the revised prior approval requirements for wheelchair repairs. Under **Public Act 104 0324**, the cost threshold requiring prior approval for wheelchair repairs has been revised. The below changes are **effective March 1, 2026**.

- Wheelchair repairs **exceeding \$1,500** will require prior approval.
 - This is an increase from the previous approval threshold of \$750.
- Providers **may not split** wheelchair repair charges across multiple claims to avoid exceeding the \$1,500 limit.

The Illinois Department of Healthcare and Family Services (HFS) will review and monitor DME repair claims to ensure compliance with this requirement.

Questions?

For questions regarding *fee-for-service* customer repair approvals, contact a DME billing consultant in the Bureau of Professional and Ancillary Services at 1-877-782-5565, select option 3, then option 2.

If you need assistance or have any questions, please contact your **[Provider Relations Representative](#)** or email us at: **ABHILProviderRelations@AETNA.com**