

Aetna Better Health® of Oklahoma provider reminder: CLIA certificate requirements

Date: September 2025

To: All provider partners

From: Aetna Better Health Provider Relations

Aetna Better Health follows federal rules for lab services. These rules come from the Clinical Laboratory Improvement Amendments of 1988 (CLIA) and are designed to make sure lab tests are accurate, reliable, and timely.

CLIA applies to any lab or site that tests human samples—like blood, tissue, or body fluids—to check health or help diagnose, prevent, or treat disease.

Why CLIA matters

CLIA helps protect patients by making sure labs meet high standards. Accurate lab results are key to making the right diagnosis and treatment decisions.

What providers need to do

When you send lab claims to Aetna Better Health, you must include your CLIA certificate number to show your lab meets federal standards.

Here's how to include your CLIA number:

- Electronic claims: Loop 2300, REF01 = X4, REF02
- Paper claims (CMS 1500): Field 23
 - If you list more than one item in Box 23, separate them with a hyphen (-) or semicolon (;)

Want to learn more about CLIA?

Visit this CMS guide to learn about different types of CLIA certificates.

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This provider update has been sent to:

Provider type(s) -

- IPA/Medical groups
- Primary care providers
- Specialist providers
- Hospitals
- Ancillary
- SNF
- DME
- Home health
- Other

Line of business:

- SoonerSelect

Who oversees CLIA?

Three federal agencies work together to make sure labs follow CLIA rules:

Agency	Role	Website
FDA	<ul style="list-style-type: none">- Categorizes tests by complexity- Reviews waiver requests- Creates rules for test types	FDA.gov
CMS	<ul style="list-style-type: none">- Issues lab certificates- Inspects labs and enforces rules- Publishes CLIA regulations	CMS.gov
CDC	<ul style="list-style-type: none">- Develops lab standards and guidelines- Oversees the Clinical Laboratory Improvement Advisory Committee (CLIAC)	CDC.gov

Reminders

If you are submitting your credentialing application, providers must also attest to its accuracy. Without that attestation, the application won't be finalized.

The 2025 HEDIS manual is now available. You can explore the latest quality measures on our website.

For questions call the provider services team toll free at: **1-844-365-4385** or email ABHOKProviderEngagement@aetna.com