

Aetna better health provider reminder:

CLIA certificate editing

Aetna Better Health adheres to Federal guidelines concerning laboratory services (Section 353; Public Health Services Act, 42 United States Code §263a and Centers for Medicare & Medicaid Services Title 42 CFR Part 493). Laboratory claims submitted by providers must show evidence of compliance with federal legislation having the objective of ensuring quality laboratory testing performed pursuant to valid and active CLIA certificates for laboratory procedures, tests, and locations.

Providers submit their CLIA number on the claim as follows:

- Electronic Claim:
Loop 2300, REF01 = X4, REF02
- Paper Claim (CMS 1500): Field 23
 - If there are multiple items in Box 23, the provider should include a hyphen (-) or semicolon (;) between the items

Where can i find more information on CLIA

For more information on the specific types of certifications visit:

<https://www.cms.gov/regulations-and-guidance/legislation/clia/downloads/howobtaincliacertificate.pdf>

Other resources

Three federal agencies are responsible for CLIA: The Food and Drug Administration (FDA), Center for Medicaid Services (CMS), and the Centers for Disease Control and Prevention (CDC). Each agency has a unique role in assuring quality laboratory testing.

Regulatory Agency	Role	Website
S9442	<ul style="list-style-type: none"> • Categorizes tests based on complexity • Reviews requests for Waiver by Application • Develops rules/guidance for CLIA complexity categorization 	https://www.fda.gov
S9443	<ul style="list-style-type: none"> • Issues laboratory certificates • Conducts inspections and enforces regulatory compliance • Publishes CLIA rules and regulations 	https://www.cms.gov
S9444	<ul style="list-style-type: none"> • Develops technical standards and laboratory practiceguidelines, including standards and guidelines for cytology • Manages the Clinical Laboratory Improvement Advisory Committee (CLIAC) 	https://www.cdc.gov

We want to partner with providers on any concerns about this process. Do not hesitate to contact your Aetna Better Health of Texas Provider Relations Representative with any questions or comments.

CHIP

Bexar area **1-866-818-0959 (TTY: 711)**
Tarrant area **1-800-245-5380 (TTY: 711)**

STAR

(Medicaid) Bexar area **1-800-248-7767 (TTY: 711)**
Tarrant area **1-800-306-8612 (TTY: 711)**

STAR

Kids Dallas and Tarrant areas
1-844-787-5437 (TTY: 711)

**Thank you for your valued partnership in caring
for our Aetna Better Health Members.**

Sincerely,
Provider Services and Chief Medical Officer
Aetna Better Health of Texas



Aetna Better Health® of Texas