



Aetna Better Health[®] of Texas

Provider Notification: Exceptional Circumstance

Exceptional Circumstance provided DME for Medicaid Members over the age of 21.

Aetna Better Health (ABH) providers must submit requests for medically necessary DME and supplies that are not typically listed as a covered benefit under Texas Medicaid members over the age of 21 for all ABH member. This request must be submitted through the exceptional circumstances process. This process is limited to DME and supplies permitted under federal Medicaid rules. DME and supplies allowed under the exceptional circumstances provision must be prior authorized by ABH. Please include Invoice or MSRP when submitting a claim to Aetna Better Health.