



June 18, 2025

Aetna Better Health® of Illinois

Electronic wheelchairs and wheelchair accessories guidelines

This provider bulletin serves as a reminder that Aetna Better Health® of Illinois follows the Illinois Department of Healthcare and Family Services (HFS) guidelines set in place for submitting claims Durable Medical Equipment – specifically electronic wheelchairs and wheelchair accessories.

Claims are being submitted without billing with the KE modifier, resulting in denials. The KE modifier must be submitted in order to be reimbursed for electronic wheelchairs and their parts.

Our systems are configured to accept submissions using these guidelines. Your claims will not adjudicate appropriately if you are not billing using the proper modifiers.

Questions?

Please contact your assigned [**Provider Relations representative**](#) with any questions.