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Aetna Better Health® of Virginia
Implementation of New Front-End Editing Tool and Error Code Updates

Dear Provider,

Recently, we implemented a new front-end editing tool that meets standard Electronic Data Interchange (EDI) guidelines. This tool has a new functionality, and you may be experiencing rejected claims as a result.

The Strategic National Implementation Process (SNIP) type validation and edits applies guidelines for industry-standard types of verification when it comes to electronic data. Applying standards improves Aetna Better Health of Virginia's ability to adjudicate claims more efficiently and reduce the rework.

We have noted that you submitted claims that received one or many of the following top error codes:

Code	Generic Error Message
0x3938B3F	Claim Check or Remittance Date is required when claim has been adjudicated
0x3938B5B	Coordination of Benefits (COB) Payer or Remain Patient Liability Paid Amount should not be used
0x3938B8E	Discharge Hour may be used on final inpatient claims only
0x3938BEF	Remaining Patient Liability is required
0x3938EDC	COB claim failed to balance: paid amount did not equal adjusted charge amount
0x3939388	There is an invalid date
0x393948C	Service Unit Code is invalid for anesthesia claims
0x393948F	Facility Code Value should not be used
0x39395D7	Description should not be used
0x3939607	Health Care Diagnosis Code value could not be verified because of missing pointers
0x3939652	Duplicate Procedure Code in Other Procedure Information
0x393967E	Description is required for a non-specific procedure code
0x3939687	Invalid Industry Code in Condition Information
0x393968F	Health Care Diagnosis Code value could not be verified because of missing pointers

The claim was not rejected at the clearing house. We have temporarily turned this error into a warning message to give you time to update your processes and procedures to avoid these errors. Be sure to update your process before April 1, 2025. We will resume rejection on these codes on this date.

The following are a few real examples:
Error code **0x39395D7** means that a description should NOT be used. For example, 90651 is the code for human papillomavirus (HPV) vaccine. Therefore, the description, *human papillomavirus (HPV) vaccine*, is not needed.

Error code **0x393967E** means that a description is required for a non-specific procedure code. For example, H0046 is a generic code used in Virginia for Mental Health Skill Building, but general coding guidelines identify the code as Mental health services, not otherwise specified. Therefore, you must include a description, like Mental Health Skill Building, in the SV101-7 field at the line level.

Be sure to review all warning error codes received since January 1, 2025, and make changes to your processes to avoid the errors going forward.

For more specific information on SNIP level editing, visit **www.wedi.org**.

Aetna Better Health of Virginia