



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 both of the following error codes:

- 0x393967E
- 0x39395D7

The claim was 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.

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.

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.

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

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