



9881 Maryland Drive,  
Richmond, VA 23233

August 5, 2019

## Provider Notification: Upper Case Diagnosis Codes

Dear Provider,

Aetna Better Health of Virginia's claims system, QNXT, will accept a diagnosis code with both upper- and lower-case alpha characters. However, when claims data is shared with the Department of Medical Assistance Services, they reject our submission when lower-case alpha characters are used.

We have implemented an internal fix that will change the case — the best practice is to have the claims submitted with upper-case alpha characters in the diagnosis code field. Please review how these diagnosis codes are currently submitted, and as soon as possible, update them to submit with upper-case alpha characters.

If you have questions regarding this notice, please contact our Claims department:  
Medallion and FAMIS: **1-800- 279-1878**  
CCC Plus: **1-855-652-8249**

Sincerely,

Aetna Better Health of Virginia