

October 19, 2026

Aetna Better Health® of Illinois

Hospital UB-04 claims rejecting in error with MA32

Aetna Better Health of Illinois has identified a claims processing issue resulting in hospital UB-04 claims rejecting in error with reject code MA32 based on covered days logic.

The issue is related to the system's interpretation of Value Codes 80 and 81 when compared with the dates of service billed on the claim. This may cause claims to be rejected when the covered and/or non-covered days information should otherwise allow the claim to continue processing.

We are taking action to correct the issue and will redrop claims determined to have rejected in error for reprocessing to complete in the next 1-2 weeks.

What providers need to know:

- Aetna Better Health of Illinois is aware of the issue and is working to address the system logic.
- Claims identified as having rejected in error will be redropped for reprocessing.
- Hospitals do not need to resubmit affected claims that have already been submitted.
- No additional provider action is required at this time for claims impacted by this issue.

We apologize for any inconvenience this issue may cause and appreciate your patience as we work to ensure affected claims are reprocessed appropriately.

If you need assistance, or have questions, please contact your [**Provider Relations Representative**](#) or email us at [**ABHILProviderRelations@AETNA.com**](mailto:ABHILProviderRelations@AETNA.com).