Community Manager Issue
Date: 4/13/2012

Error code 42020: Within a given claim, the various values for the Payer Responsibility Sequence Number Code (other than value U) may occur no more than once.

We are finding that this error is being returned on two different occasions, one correctly and one incorrectly. The error is being reported incorrectly for members with multiple claims for the same billing provider. According to the vendor, the issue will be addressed in the next version of the validation software update that is expected within the next couple of months.

In the mean time, we have turned down error 42020 in our Encounter profile to a warning severity instead of an error severity which will allow for 837 v5010 Encounter test files to run through. This temporary workaround will apply to 837 v5010 Dental and Institutional Encounter files submitted into the Test region. We are not seeing this issue for Professional Encounter files submitted into the Test region.

Health plans will continue to see this error when running files through Community Manager as we do not have control over the standard guidelines made available by the vendor. Community Manager will be corrected with the update mentioned above.

Once we receive the updated version, we will turn error 42020 back up to an error severity so that the error will be reported for what it was intended for.

If you have any questions, please send an email to: 5010Testing@azahcccs.gov

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