



April 6, 2009

Dear Family PACT (Planning, Access, Care, and Treatment) Program Provider,

The Office of Family Planning (OFP) was made aware that the Family PACT Internet enrollment application (used for client enrollment) was defaulting to female. Numerous male clients were inadvertently enrolled as female clients. As a result, claims submitted for male clients were denied with Remittance Advice Details (RAD) code **9551: The sex code on the claim does not match the sex indicator on the HAP (Health Access Programs) eligibility file.** The application was corrected on June 23, 2008, and instruction for resubmission of claims was sent to affected Family PACT providers.

In order to minimize future Family PACT claim denials, OFP is requesting that you verify and correct the gender information for clients with inaccurate gender noted on the Health Access Programs (HAP) Client Eligibility System. Enclosed you will find a list of your clients by HAP identification number requiring verification and/or correction of the gender information. Your immediate attention is required. Providers are able to use their POS device, telephone AEVS or the Internet to conduct an eligibility update transaction to correct the gender. If the gender information is incorrect in the eligibility system, claims submitted for that client will lead to future claim denials for you and other rendering providers (for example, laboratory and other Family PACT referral services). Continued claim denials with RAD code 9551 for clients listed in the enclosure may lead to suspension of future Family PACT claims.

If you have further questions, please contact John Mikanda, M.D., Chief, Clinical Services and Quality Improvement/Utilization Management, Office of Family Planning, at (916) 650-0414.

Sincerely,

A handwritten signature in cursive script that reads "Nona Carpenter".

Nona Carpenter
Provider Relations Director

Reference Number: P9444

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