



April 15, 2009

Dear Family PACT Provider,

Subject: Void of Erroneously Paid Claims

EDS, an HP company, has identified a processing error that resulted in the erroneous payment of claims that should have been denied with Remittance Advice Details (RAD) code **0169: This service is not payable when billed with this diagnosis** or **9206: The service requires an approved TAR (Treatment Authorization Request) for the Family PACT (Planning, Access, Care and Treatment) Program**. This error was in place until date of processing February 25, 2008.

Affected claims with dates of service since July 1, 2005, will appear as voids on RADs beginning May 14, 2009, with RAD code **862: Void of claim with non-payable diagnosis**.

This recovery is authorized under the provisions of *Welfare and Institutions Code* (W&I Code), Sections 14176 and 14177, and *California Code of Regulations* (CCR), Title 22, Section 51458.1(a)(1). In addition, the W&I Code sections authorize the Department of Health Care Services (DHCS) to enter into repayment agreements with providers or offset overpayments against the payments due. If the total warrant amount is not sufficient to offset the recovery, the negative balance will be converted to an accounts receivable transaction and subtracted from future Medi-Cal payments.

Family PACT providers may choose to submit an appeal within 90 days of the void RAD date if there is a disagreement about a void. Providers may refer to the *Appeal Form Completion* section in Part 2 of the Medi-Cal provider manual or the Medi-Cal Web site (www.medi-cal.ca.gov) for instructions about submitting an appeal. Necessary documentation such as corrected claims should be submitted with each appeal. Providers must not submit new claims in lieu of an appeal. The reason to appeal may include the following statement: "Claim submitted with wrong S-code; EDS failed to deny with an appropriate RAD code, therefore, the opportunity for timely resubmission of correct claims was lost."

Questions about this adjustment may be addressed to the Telephone Service Center (TSC) at 1-800-541-5555, option 11 followed by option 18.

Sincerely,

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

Nona Carpenter
Provider Relations Director

Reference Number: P7714

EDS, an HP company
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Rancho Cordova, CA 95670-6017