



September 25, 2009

Dear Oxygen Provider,

Subject: Claim Reprocessing

Portable oxygen gas is not payable in the same month as an oxygen concentrator. In connection with this policy, there were processing problems, causing some claims to be erroneously denied, and others to be erroneously cutback. This issue extended from date of service January 1, 2007, through date of processing April 3, 2008.

No action is required on your part. EDS, an HP company, is reprocessing the outstanding affected claims. Resubmits and adjustments will appear on *Remittance Advice Details* (RADs) beginning September 24, 2009. Resubmits of previously denied claims will show Claim Control Number (CCN) prefix **925955**. Adjustments of previously paid claims will show CCN prefix **925977** and RAD code **891: Reverse procedure cutback**.

If you disagree with any of the adjustments or resubmits, you may submit a *Claims Inquiry Form* (CIF) within six months of the new RAD date. For CIF completion instructions, please refer to the *CIF Completion* and *CIF Special Billing Instructions* sections in the appropriate Part 2 manual or on the Medi-Cal Web site (www.medi-cal.ca.gov).

If you have questions, please call the Telephone Service Center (TSC) at 1-800-541-5555, option 11 followed by option 18.

Sincerely,

A handwritten signature in black ink that reads 'Nona Carpenter' in a cursive script.

Provider Relations Director
Reference Number: P10106