



December 4, 2009

Dear Provider,

Subject: Void of Erroneous Paid Claims

EDS, an HP company, has identified a system error that resulted in the erroneous payment of Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC) per-visit claims for Family PACT (Planning, Access, Care and Treatment) Program recipients. FQHC/RHC per-visit codes are not benefits of the Family PACT Program. Family PACT recipients should be billed under the Health Access Programs (HAP) provider number (other than FQHC/RHC) with a standard procedure code.

No action is required on your part. EDS will recover the erroneously paid claims which appeared on RADs dated on or after December 3, 2007, through October 15, 2009. Voids will appear on RADs beginning December 24, 2009, with RAD code **953: Void of claim; service is not an FPACT benefit.**

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 amounts due. If your 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.

If you disagree with any of these voids, you may submit an appeal within 90 days of the void RAD date. Please refer to the *Appeal Form Completion* section in a Part 2 Medi-Cal provider manual or on the Medi-Cal Web site (www.medi-cal.ca.gov) for instructions to submit an appeal.

If you have any questions regarding this adjustment, 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".

Nona Carpenter
Provider Relations Director

Reference Number: P13053

DCN 11092_P13053

EDS Editor: Jerry Lawson (861-1835)
Jerry.Lawson@hp.com

Date/Time: 12/2/2009 12:15 PM **DHCS Approved as Edited on 12/2/2009**

Distribution: Provider letter to 107 providers (NPI/owner) for 2,281 claims,
to recoup \$296,546.16.

DHCS Contacts: Ellene Sim (464-0621), Mary Hughes (464-1243)
and Kealoha Bosque (464-2151)

Policy Originator: NA

Source: Draft letter from Valeri Boulgakov, dated 11/24/2009

EDS Contacts: Janet Kendall (**Janet.Kendall@hp.com**) 916-636-1105
Valeri Boulgakov (**Valeri.Boulgakov@hp.com**) 916-636-1149

Editor's Note: NA