



December 24, 2009

Dear Provider,

Subject: Resubmission of Claims.

EDS, an HP company, had identified a claims processing issue, that resulted in erroneous denials of outpatient and medical claims billed with procedure codes 90389, 90371, 90396, 90291, 90375, 90376, 90772, 90779, 96372 and 96379. Affected claims were denied with Remittance Advice Details (RAD) code message **9897: HCPCS Qualifier and NDC/UPN is missing** or **9898: HCPCS Qualifier and NDC/UPN is invalid**. The system was corrected August 18, 2009.

No action is required on your part. EDS is automatically resubmitting the affected claims for date of service April 1, 2009, through August 18, 2009. These resubmits will be paid, or denied for a valid reason, on RADs beginning December 31, 2009, with Claim Control Number (CCN) prefix **935055**.

If you disagree with any of these 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.

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

Nona Carpenter
Provider Relations Director

Reference Number: P12828