



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
+1 800.541.5555

April 21, 2010

Dear Provider,

Subject: Resubmission of Claims

HP Enterprise Services identified a claims processing issue that resulted in erroneous denials of medical claims with Remittance Advice Details (RAD) code **033: The recipient is not eligible for the special program billed and/or restricted services billed** processed from January 29, 2010. The system was corrected on February 17, 2010.

No action is required on your part. HP is automatically resubmitting the affected claims for dates of service from January 29, 2010, through February 17, 2010. These resubmits will be paid, or denied for a valid reason, and will appear on RADs beginning April 29, 2010, with Claim Control Number (CCN) prefix **011155**.

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".

Nona Carpenter
Provider Relations Director

Reference Number: P13935