



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

May 14, 2010

Dear Provider,

Subject: Void of Erroneous Paid Claims

Raloxifene 60 mg (NDC: 00002-4165-30) is no longer payable after June 30, 2009. The claims processing system erroneously allowed payment of some claims with dates of service after June 30, 2009. HP Enterprise Services fixed the system on August 27, 2009.

No action is required on your part. HP will recover payments made since July 1, 2009. Voids will appear on RADs beginning May 27, 2010, with RAD code **821, Void of claim non-payable on date of service.**

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* sections in the 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 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". The signature is written in a cursive, flowing style.

Nona Carpenter
Provider Relations Director

Reference Number: P13117