



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

May 24, 2010

Dear Provider,

Subject: Void of Claims Paid in Error

Outpatient and medical claims billed for services provided in a contracting inpatient hospital (Place of Service code "21" or "3") and are included in the contracting facility rate are not payable. HP Enterprise Services identified a claims processing error that resulted in claims being incorrectly paid instead of denied. The processing error was identified between May 2007 through March 2010, when the system was fixed.

No action is required on your part. HP is voiding the impacted claims. The payment retractions will appear on the *Remittance Advice Details* (RADs) beginning June 14, 2010, with RAD code **0821: Void of claim not payable on date of service.**

The recoveries are 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 DHCS to enter into repayment agreements with providers or offset overpayments against amounts due. If the 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 reimbursements.

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 the appropriate Part 2 provider manual or on the Medi-Cal Web site ([www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)) for instructions about submitting 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".

Nona Carpenter  
Provider Relations Director

Reference Number: P13408