



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

July 6, 2010

Dear Crossover Long Term Care/Inpatient Provider,

Subject: Resubmission of Denied Crossover Long Term Care and Inpatient Claims

HP has identified a system error which exists from the time the National Provider Identification (NPI) conversion was installed for Medi-Cal in May 2007. Due to this error, crossover long term care and inpatient claims were assigned with the incorrect provider type. The system was fixed in March 2010. The impacted claims were erroneously denied beginning May 1, 2007 through March 22, 2010.

No action is required on your part. HP is resubmitting the affected claims. These resubmits will be paid or denied for a valid reason, and will appear with CCN prefix **019292** or **019355** on *Remittance Advice Details* (RADs) beginning July 22, 2010.

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, select option 11 followed by option 18.

Sincerely,

A handwritten signature in black ink that reads "Nona Carpenter".

Nona Carpenter
Provider Relations Director

Reference Number: P12791