



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
+1 916.636.1000

July 19, 2010

Dear Provider,

Subject: Resubmission of Erroneous Denial Claims

HP Enterprise Services has discovered a system error that resulted in the erroneous denial of certain outpatient claims with Remittance Advice Details (RAD) codes **0008: The provider of service is not eligible for the type of services billed, 0330: Provider type is invalid for claim type. Resubmit with correct claim form or provider number, and 0368: Provider type is not acceptable for the Place of Service.** The system was corrected on March 22, 2010.

No action is required on your part. HP has resubmitted the affected claims that appeared on *Remittance Advice Details* (RADs) from December 20, 2007, through May 27, 2010. These resubmits will be paid, or denied for a valid reason, on RADs beginning July 29, 2010, with Claim Control Number (CCN) prefix **019755**.

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* section and *CIF Special Billing Instructions* section 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.

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: P13022