



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

July 22, 2010

Dear Family PACT Provider:

Subject: Resubmission of Claims

HP Enterprise Services has discovered a system error that resulted in the erroneous denial of professional claims with Remittance Advice Details (RAD) code **155: The referring provider's state license number or provider number is missing or invalid**. This problem began on December 17, 2007. The system was corrected on March 22, 2010.

No action is required on your part. HP will resubmit the affected claims. These resubmits will be paid, or denied for a valid reason, on RADs beginning August 5, 2010, with Claim Control Number (CCN) prefix **020055**.

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.

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: P13434