



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
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July 28, 2010

Dear Provider:

Subject: Resubmission of Claims

HP Enterprise Services has discovered a system error that resulted in the erroneous denials of claims billed for various injection codes. Affected claims were denied with Remittance Advice Details (RAD) codes **9897: HCPCS qualifier and NDC/UPN is missing** or **9898: HCPCS qualifier and NDC/UPN is invalid**. The system was corrected in February 2010.

No action is required on your part. HP has resubmitted the affected claims that appeared on RADs from April 1, 2009, through February 8, 2010. These resubmits will be paid, or denied for a valid reason, on RADs beginning July 29, 2010, with CCN prefix **019655**.

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: P13989