



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
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September 21, 2010

Dear Provider,

Subject: Resubmission of Claims

The Department of Health Care Services (DHCS) and HP Enterprise Services have identified a claims processing issue involving implementation of policy changes for laboratory codes billed with certain non-specific diagnosis codes. Outpatient and professional claims have been denied in error with Remittance Advice Details (RAD) code **0169: This service is not payable when billed with this diagnosis** beginning in May 2007. Additionally, some paid claims were erroneously voided in November 2009, with RAD code **862: Void of claim with non-payable diagnosis**. The system was corrected in November 2009.

No action is required on your part. HP has resubmitted the affected claims. These resubmits will be paid, or denied for a valid reason, on RADs beginning September 23, 2010, with Claim Control Number (CCN) prefixes **025255, 025355, 025755, 025855, 025955, 026055** and **026355**. Please note that payment for certain resubmits might be delayed, pending the State of California budget approval.

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 website (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 17.

Sincerely,

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

Nona Carpenter
Provider Relations Director

Reference Number: P13465