



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

October 28, 2010

Dear Provider,

Subject: Resubmission of Claims Denied with Certain Diagnosis Codes

On August 25, 2009, HP Enterprise Services erroneously end-dated diagnosis codes **V14.2** (personal history of allergy to medical agents; sulfonamides), **V15.6** (poisoning), **607.84** (impotence of organic origin) and **709.0** (dyschromia) effective June 1, 2009. This caused claims with dates of service prior to June 1, 2009, that were processed after August 25, 2009, to be erroneously denied with Remittance Advice Details (RAD) code **0691: The diagnosis code is invalid for the date of service**, or code **036: RTD (Resubmission Turnaround Document) was either not returned or returned uncorrected; therefore your claim is formally denied**. The system was corrected on August 26, 2010.

No action is required on your part. HP Enterprise Services is resubmitting the affected claims with dates of service on or before June 1, 2009, that were processed from June 1, 2009, through August 26, 2010. These resubmissions will appear on RADs as paid or denied for the correct reason beginning November 11, 2010, with Claim Control Number (CCN) prefix **030655**.

If you disagree with any of these resubmissions, 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". The signature is written in a cursive, flowing style.

Nona Carpenter
Provider Relations Director
Reference Number: P15115