



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

November 8, 2010

Dear Provider,

Subject: Void of Duplicate Paid Claims

From November 27, 2006 through January 28, 2008, California Children's Services (CCS) claims with certain modifiers were erroneously stamped as "assistant surgeon." Many were then erroneously denied as non-benefits, and in October 2008 were automatically resubmitted with a corrected stamp. However, some duplicates were paid, partly due to differences in stamps, and partly due to claims being overridden for non-benefit status.

No action is required on your part. HP Enterprise Services will recover the duplicate payments. In addition to this letter, phone calls will be placed to the six providers impacted over \$3,000 each. Voids will appear on *Remittance Advice Details* (RADs) beginning December 2, 2010, with RAD code **911: Duplicates**.

This recovery is authorized under the provisions of *Welfare and Institutions Code* (W&I code), Sections 14176 and 14177, and *California Code of Regulations* (CCR), Title 22, Section 51458.1(a)(1). In addition, the W&I code sections authorize the Department of Health Care Services (DHCS) to enter into repayment agreements with providers or offset overpayments against amounts due. If your total warrant amount is not sufficient to offset the recovery, the negative balance will be converted to an accounts receivable transaction and subtracted from future Medi-Cal payments.

If you disagree with any of these voids, you may submit an appeal within 90 days of the voided RAD date. Please refer to the *Appeal Form Completion* section in the appropriate Part 2 manual or on the Medi-Cal website (www.medi-cal.ca.gov) for instructions regarding how to submit an appeal.

If you have any questions regarding this adjustment, 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: P7873