



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

November 9, 2010

Dear Provider,

Subject: Resubmission of Claims

HP Enterprise Services has identified a claims processing issue related to implementation of policy changes for procedure code **X1532: Mirena intrauterine system**. Beginning July 2009, outpatient and professional claims have been denied in error with Remittance Advice Details (RAD) code **9897: HCPCS qualifier and NDC/UPN is missing** or **9898: HCPCS qualifier and NDC/UPN is invalid**. The system was corrected in August 2010.

No action is required on your part. HP has resubmitted the affected claims. These resubmits will appear as paid, or denied for a valid reason, on RADs beginning November 25, 2010, with Claim Control Number (CCN) prefix **031655**.

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](http://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: P15018