



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

November 17, 2010

Dear Provider,

Subject: Void of Erroneously Paid Pharmacy Claims

HP Enterprise Services has identified a processing error that resulted in the erroneous payment of pharmacy claims which should have been denied with Remittance Advice Details (RAD) code **9657: The prescribing provider has been placed on a P/DCL (Procedure/Drug Code Limitation) list for the drug codes prescribed**, or code **9617: An ingredient product identification code on the claim form is either missing or invalid**. This error affected claims processed for dates of service from August 7, 2003 through July 14, 2009.

No action is required on your part. HP will void claims paid in error. These voids will appear on RADs beginning December 2, 2010, with RAD code **821: Void of claim non-payable on date of service** and Claim Control Number (CCN) prefix **032677**.

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](http://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: P5012