



HP Enterprise Services
3215 Prospect Park Drive
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November 19, 2010

Dear Medical Provider,

Subject: Resubmit Frequency Limit Denials for Procedure Code T4535

Effective October 1, 2009, the Department of Health Care Services (DHCS) increased the frequency limit quantity for HCPCS code **T4535 (Disposable liner/shield/guard/pad/undergarment, for incontinence)** from 180 to 300. On June 28, 2010, DHCS retroactively extended the 300 limit to be effective from April 1, 2009. This resulted in erroneous denials for certain claims with Remittance Advice Details (RAD) code **0679: Drug/Medical supply dispensed has exceeded the dispensing frequency limitation**. This error was in place for dates of processing September 30, 2009, through June 28, 2010.

No action is required on your part. HP has resubmitted the affected claims. These resubmits will appear on RADs beginning December 2, 2010, with Claim Control Number (CCN) prefix **032155**.

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". The signature is written in a cursive, flowing style.

Nona Carpenter
Provider Relations Director
Reference Number: P15267