



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
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November 23, 2010

Dear Provider,

Subject: Resubmission of Claims

On July 26, 2010, the Department of Health Care Services (DHCS) retroactively reinstated various optometric procedure codes (effective July 1, 2009) as payable when billed by Vision, Federally Qualified Health Center, and Indian Health Services providers. This resulted in erroneous denials for some of the claims processed between July 1, 2009, and July 26, 2010. Affected claims were denied with Remittance Advice Details (RAD) code **9909: Optional service not payable on date of service.**

No action is required on your part. HP has resubmitted the affected claims that appeared on RADs beginning on July 16, 2009. These resubmissions will be paid, or denied for a valid reason, on RADs beginning December 2, 2010, with Claim Control Number (CCN) prefix **032255**.

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: P14972