



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
+1 800.541.5555

December 2, 2010

Dear Providers,

Subject: Resubmit Electronic Claims Denied for Attachments

HP Enterprise Services has identified a system error in the electronic attachment extraction process. This error resulted in the erroneous denial of claims processed September 1, 2010, through October 15, 2010. Affected claims were denied with Remittance Advice Details (RAD) code **0664: No match found to the attachment control number indicated on electronic claim.**

No action is required on your part. HP is resubmitting the affected claims. These resubmits will appear on RADs beginning December 9, 2010, with Claim Control Number (CCN) prefix **032655**.

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".

Nona Carpenter
Provider Relations Director
Reference Number: P15731