



April 9, 2009

Dear Vision Care Provider,

Subject: Void of Duplicate Paid Claims

Recent system changes for vision services have allowed for the erroneous payment of some duplicate claims. These claims have dates of service after July 1, 2006.

No action is required on your part. Due to the nature of the vision changes, the claim paid first will be recovered, while the claim paid later will stand. Voids will appear on *Remittance Advice Details* (RAD) beginning April 30, 2009, with RAD code **0911: Duplicates**.

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 void RAD date. Please refer to the *Appeal Form Completion* section in the Part 2 manual or on the Medi-Cal Web site (www.medi-cal.ca.gov).

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 18.

Sincerely,

A handwritten signature in black ink that reads 'Nona Carpenter'.

Nona Carpenter
Provider Relations Director

Reference Number: P11324