



July 8, 2009

Dear Family PACT Provider,

Subject: Resubmission of Claims

EDS, an HP company, has discovered a system error that resulted in the erroneous denial of certain **Family PACT (Planning, Access, Care and Treatment) Program** claims with *Remittance Advice Details* (RAD) code **9518: The referring provider must be a Family PACT certified provider**. When Family PACT claims documented a National Provider Identifier (NPI) referrer, and the referrer had multiple segments (locations, provider types), the system may have missed the segment with Family PACT certification. This error was in place from the inception of NPI (December 2007) until date of processing February 9, 2009.

No action is required on your part. EDS has resubmitted the affected claims. These resubmits will be paid, or denied for a valid reason, on RADs beginning July 2, 2009, with CCN prefixes **9170551** or **9170552**.

Some Family PACT claims in this time period that were originally denied with RAD code **008: The provider of service is not eligible for the type of services billed** would not be denied for that now. This may be due to updates of provider enrollment information, or the correction of other system errors. These have also been resubmitted.

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 Web site (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 18.

Sincerely,

A handwritten signature in cursive script that reads "Nona Carpenter".

Nona Carpenter
Provider Relations Director

Reference Number: P10401