



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
+1 916.636.1000

October 12, 2010

Dear Provider,

Subject: Void of Payments Made to Deceased Beneficiaries

The Office of Inspector General (OIG), Department of Health Care Services (DHCS) and HP Enterprise Services had identified recipients who were erroneously paid for services after the date of death. The identified claims were paid beginning June 12, 2006, through December 16, 2008.

No action is required on your part. HP will void claims paid in error. These voids will appear on *Remittance Advice Details* (RAD) beginning October 28, 2010, with RAD code **0821: Void of claim non-payable on date of service** and Claim Control Number (CCN) prefix **029477**.

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 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 a Part 2 Medi-Cal provider manual or on the Medi-Cal website (www.medi-cal.ca.gov) for instructions about how to submit an appeal.

If you have questions, please call the Telephone Service Center at 1-800-541-5555, select option 11, then 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 P15047