



HP Enterprise Services
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017
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November 2, 2010

Dear California Children's Services Pharmacy/Durable Medical Equipment Provider,

Subject: Resubmission of Claims for Frequency/Quantity Limits

Claims with product-specific (PS) Service Authorization Requests (SARs) are exempt from certain limits. Unfortunately, the order of claims processing may include PS claims toward filling a limit, causing the denial of claims with Service Code Grouping (SCG) SARs. The claims processing system was not redesigned to solve this, but new billing practices (involving more PS claims) were recommended.

For the time frame prior to the new billing practices, HP Enterprise Services is resubmitting the affected claims. The first wave appeared on *Remittance Advice Details* (RADs) beginning May 27, 2010, with CCN prefix **014155**. The second wave will appear on RADs beginning November 11, 2010, with CCN prefix **030055**.

Please note that without a system redesign, this issue can recur outside the new billing practices, if older claims are now billed or if older claims are adjusted.

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 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: P15247