



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

November 8, 2010

Dear Provider,

Subject: Submission of Claims

HP Enterprise Services has discovered a system error that resulted in the erroneous denials of outpatient and medical claims with Remittance Advice Details (RAD) codes **9898: HCPCS qualifier and NDC/UPN is missing**, **9897: HCPCS qualifier and NDC/UPN is invalid** and **0169: This service is not payable when billed with this diagnosis**. This error was in place for dates of processing February 22, 2010, through May 30, 2010.

No action is required on your part. HP has fixed the system and is resubmitting the affected claims. These resubmits will be paid or denied for a valid reason and will appear on RADs beginning November 18, 2010, with Claim Control Number (CCN) prefix **030855**.

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". The signature is written in a cursive, flowing style.

Nona Carpenter
Provider Relations Director

Reference Number: P14535