



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

January 12, 2011

Dear Providers,

Subject: Resubmit Electronic Claims Denied for Attachments

Beginning September 1, 2010, some of the electronic claims submitted by providers were erroneously denied with Remittance Advice Details (RAD) code **0664: No match found to the Attachment Control Number indicated on the electronic claim**. In some instances, the Medi-Cal adjudication system did not match the billed claim with the attachment in a timely fashion, which resulted in claim denial. HP Enterprise Services has identified the reasons for the claim and attachment matching delay and adopted various measures to expedite the process.

No action is required on your part. HP will resubmit the affected claims until the erroneous denials are cleared. This notification pertains to affected claims processed between October 1, 2010 through December 24, 2010. These resubmits will appear on RADs beginning January 27, 2011, with Claim Control Number (CCN) prefix **101055**.

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: P15731-P3