



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

January 24, 2011

Dear Provider,

Subject: Resubmission of Claims

HP Enterprise Services have identified a claims processing issue that resulted in the erroneous denial of pregnancy-related dental services claims billed for recipients with aid code 7G and with procedure code 00003. Affected claims were denied with Remittance Advice Details (RAD) code **033: Recipient not eligible for special program billed and/or restricted services billed**. The system was corrected on October 25, 2010.

No action is required on your part. HP has resubmitted the affected claims for dates of service from April 1, 2007, through November 12, 2010. These resubmits will be paid, or denied for a valid reason, on RADs beginning February 3, 2011, with Claim Control Number (CCN) prefix **101955**.

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 cursive script that reads "Nona Carpenter".

Nona Carpenter
Provider Relations Director

Reference Number: P15074