



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

March 2, 2011

Dear Provider,

Subject: Resubmission of Claims

HP Enterprise Services has identified a claims processing issue which resulted in the erroneous denials of claims billed for procedure code **X6254** (glucagon, 1mg/ml). Affected claims were denied with Remittance Advice Details (RAD) codes **9897: HCPCS qualifier NDC (National Drug Code)/UPN (Universal Product Number) is missing** and **9898: HCPCS qualifier NDC (National Drug Code)/UPN (Universal Product Number) is invalid**. The system was corrected on December 31, 2010.

No action is required on your part. HP has resubmitted the affected claims for dates of service from April 1, 2009, through December 30, 2010. These resubmissions will be paid, or denied for a valid reason, on RADs beginning March 10, 2011, with Claim Control Number (CCN) prefix **105555**.

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 (TSC) 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: P15974