



HP Enterprise Services  
3215 Prospect Park Drive  
Rancho Cordova, CA 95670-6017  
+1 916.636.1000

May 31, 2011

Dear Provider,

Subject: Resubmission of Claims for two Psychiatric Drugs

Hewlett Packard Enterprise Services (HP) was authorized to update the Managed Care Table by adding Iloperidone and Olanzapine Monohydrate to KP Cal Health Care Plan (HCP-081) and end-dating these drugs for KP Cal Health Care Plan (HCP-170). Original claims were denied with Remittance Advice Details (RAD) message **37: Health Care Plan enrollee, capitated service not billable to Medi-Cal**. The system was corrected on April 11, 2011.

No action is required on your part. HP has resubmitted the affected claims for dates of service from December 01, 2009 through April 11, 2011. These resubmits will appear as paid, or denied for a valid reason, on your RADs beginning June 09, 2011, with Claim Control Number (CCN) prefix "114455".

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](http://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: P16403