HP Enterprise Services
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June 22, 2011

Dear Providers,

Subject: Resubmit Electronic Claims Denied for Attachments

Beginning February 1, 2011, some of the electronic claims submitted by providers were erroneously denied with Remittance Advice Details (RAD) code **0664: No match was found to the Attachment Control Number (ACN) indicated on the electronic form**. In some instances, the Medi-Cal adjudication system did not match the billed claim with the attachment in a timely fashion, which ultimately resulted in claim denial. HP Enterprise Services (HP) 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 be resubmitting the affected claims until the erroneous denials are cleared. This notification pertains to the affected claims processed between February 1, 2011, through April 30, 2011. These resubmits will appear on RADs beginning July 7, 2011, with Claim Control Number (CCN) prefix **117255**.

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,

Nona Carpenter

Nona Carpenter
Provider Relations Director

Reference Number: P16518