



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

June 28, 2011

Dear Providers,

Subject: Resubmission of Denied Claims with RAD Code 348

The Department of Health Care Services (DHCS) and HP Enterprise Services (HP) discovered that the Grossmont Hospital's contracted procedure data had errors in the Provider Master File. These errors resulted in claims billed by physicians for services provided at Grossmont Hospital to be denied erroneously with Remittance Advice Details (RAD) code **0348: The procedure billed is not payable in the contracting facility for the date of service billed. Contact the facility.** The system was fixed on July 14, 2010.

In August 2010, impacted claims with dates of service from March 4, 2010 through July 14, 2010 were reprocessed. However, some of them were not included as part of this reprocess due to delayed submission or pending review in suspense. Those claims were denied erroneously.

No action is required on your part. HP is resubmitting those claims that were not included in the earlier reprocess for the same dates of service. These resubmits will be paid or denied for a valid reason and will appear on your RADs beginning July 14, 2011, with Claim Control Number (CCN) prefix **117855**.

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: P16745