



HP Enterprise Services
3215 Prospect Park Drive
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June 30, 2011

Dear Pharmacy Provider,

Subject: Void of Erroneously Paid Psychiatric Drugs Claims

HP Enterprise Services (HP) erroneously resubmitted some California-Point of Service (CALPOS) claims that were originally denied. In general, when CALPOS claims are denied, the product is not dispensed. These claims were for two psychiatric drugs ILOPERIDONE (Fanapt®) and OLANZAPINE PAMOATE MONOHYDRATE (Zyprexa Relprevv®). These were paid on *Remittance Advice Details* (RADs) dated June 9, 2011.

No action is required on your part. HP will recover these erroneous payments. Voids will appear on RADs beginning July 07, 2011 with RAD code **850: Claim denied RAD code 037 through CALPOS, with no service rendered, but then erroneously paid in reprocessing by HP.**

This recovery is authorized under the provisions of *Welfare and Institutions Code* (W&I Code), Sections 14176 and 14177, and *California Code of Regulations* (CCR), Title 22, Section 51458.1(a)(1). In addition, the W&I Code sections authorize the Department of Health Care Services (DHCS) to enter into repayment agreements with providers or offset overpayments against amounts due. If your total warrant amount is not sufficient to offset the recovery, the negative balance will be converted to an accounts-receivable transaction and subtracted from future Medi-Cal payments.

If the drugs were dispensed despite the original CALPOS denials, or if you otherwise disagree with any of these voids, you may submit an appeal within 90 days of the void RAD date. For instructions on submitting an appeal, please refer to the *Appeal Form Completion* section in a Part 2 Medi-Cal provider 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.

A handwritten signature in black ink that reads "Nona Carpenter".

Nona Carpenter
Provider Relations Director

Reference Number: P16403