



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

July 1, 2011

Dear Optical Provider,

Subject: LTC Referring Provider Issue

HP Enterprise Services (HP) has identified a claims processing issue, related to optional benefits referred by Long Term Care facilities. Affected claims were denied with Remittance Advice Detail (RAD) code **9909: Optional service not payable on date of service**. The system was corrected on July 14, 2010.

No action is required on your part. HP has resubmitted the affected claims. These resubmissions will be paid, or denied for a valid reason, on RADs beginning June 23, 2011, with Claim Control Number (CCN) prefix **1166-55**.

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: P15608