



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

July 21, 2011

Dear LTC Provider,

Subject: Resubmission of Claims

HP Enterprise Services (HP) has discovered a system error that resulted in the erroneous denial of certain Long Term Care (LTC) claims with the same admit date as the discharge date of previously paid inpatient services claims, with Remittance Advice Details (RAD) code **0010: This service is a duplicate of a previously paid claim**. The system was corrected March 7, 2011.

No action is required on your part. HP is resubmitting the erroneously denied claims for admit dates April 1, 2008 through March 6, 2011. These resubmits will be paid, or denied for a valid reason, on RADs beginning July 28, 2011, with CCN prefix **119355**.

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 at ([www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)).

If you have questions, please call the Telephone Service Center 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: P16445