



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

August 10, 2011

Dear Family PACT Provider,

Subject: Resubmission of Claims

HP Enterprise Services (HP) has discovered a system error that resulted in the erroneous denial of certain claims with Remittance Advice Details (RAD) code **155: The referring provider's State license number or provider number is missing or invalid**. The problem affected claims billed with a physician group as referring provider and processed from June 1, 2009. The system was corrected on April 12, 2011.

No action is required on your part. HP will resubmit the affected claims. These resubmits will be paid, or denied for a valid reason, and will appear on RADs beginning August 18, 2011, with Claim Control Number (CCN) prefix 121755.

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: P16287