



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

September 27, 2011

Dear FQHC/RHC Clinic,

Subject: Resubmission of Claims Denied for Missing Rate

When no reimbursement rate is on file, visit claims are denied for Federally Qualified Health Care/Rural Health Care (FQHC/RHC) with Remittance Advice Detail (RAD) codes such as:

008: The provider of service is not eligible for the type of services billed.

031: The provider was not eligible for the services billed on the date of service.

334: Valid rate not on file for claim period of service; contact DHCS Provider Enrollment.

If reimbursement rates are added retroactively, the denied claims can be resubmitted. HP Enterprise Services (HP) has resubmitted the affected claims for dates of service on or after January 1, 2005 and adjudicated on or before August 27, 2011 (for rates added by September 7, 2011). These will appear on RADs beginning September 29, 2011, with CCN prefix **126455**.

In a few cases, denied claims were erroneously submitted as new claims after rates were updated, and cut back for timeliness. The first denied claims will be reprocessed, and, if no other errors apply, the untimely cutbacks will be voided and the claims will be paid in full.

With the transition of Medi-Cal away from HP, results may not be airtight. Providers may wish to submit a *Claims Inquiry Form* (CIF) for anything outstanding. HP's efforts should reduce the volume of such CIFs.

If you disagree with any of these resubmits, you may submit a CIF within six months of the new RAD date. For 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.

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 black ink that reads "Nona Carpenter". The signature is written in a cursive, flowing style.

Nona Carpenter
Provider Relations Director

Reference Number: P17070