



Rick McMahan
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
820 Stillwater Road
West Sacramento, CA 95605

www.xerox.com/govhealthcare

October 9, 2012

Subject: Resubmission of Denied Claims

Dear Provider:

Xerox identified a processing error that resulted in the erroneous denial of claims billed with National Correct Coding Initiative (NCCI) modifiers for dates of service April 28, 2011 through April 06, 2012. Original claims were erroneously denied with Remittance Advice Details (RAD) code **0068: Billing error: Refer to the CPT-4 book or provider manual for the proper procedure code and modifier.**

No action is required on your part. Xerox resubmitted the affected claims. However, these claims are still subject to all billing criteria as governed by the Medi-Cal policy and could be denied for a reason other than RAD code 0068. These resubmits will appear on RADs beginning October 11, 2012, with Claim Control Number (CCN) prefix **226955**.

If you disagree with any of these resubmissions, you may submit a *Claims Inquiry Form* (CIF) within six months of the new RAD date, or you may submit an *Appeal Form* within 90 days 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). For appeal completion instructions, please refer to the *Appeal Form Completion* instructions sections in the appropriate Part 2 manual or on the Medi-Cal website.

If you have questions or would like more information, please call the Telephone Service Center (TSC) at 1-800-541-5555, option 2, followed by option 5.

Sincerely,

Rick McMahan

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Reference Number: P6384