



**Rick McMahan**  
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November 9, 2012

## **Resubmission of Erroneous Service Authorization Request (SAR) Decrement Claims**

Dear Providers:

On October 15, 2011, there was a CA-MMIS system issue that resulted in claims billed with certain Service Authorization Requests (SARs) being erroneously denied with Remittance Advice Details (RAD) code **0005: The service billed requires an approved TAR (Treatment Authorization Request)**. Xerox State Healthcare, LLC, (Xerox) has identified the affected SARs and taken measures to reprocess the erroneously denied claims.

No action is required on your part. Xerox is resubmitting the affected claims adjudicated from October 22, 2011, through August 11, 2012. These resubmissions will appear on RADs beginning November 15, 2012, with Claim Control Number (CCN) prefix **230355**.

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

If you have any questions regarding this adjustment, please call the Telephone Service Center (TSC) at 1-800-541-5555, option 5 followed by option 6.

Sincerely,

*Rick McMahan*

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Director, Provider Relations  
California MMIS  
Xerox State Healthcare, LLC

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