



**Tanya E. Schuhmeier**  
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December 27, 2013

**Subject: Adjustment of Claims for Hearing Services**

Dear Provider:

The Department of Health Care Services (DHCS) has updated the reimbursement policy for several hearing services procedure codes retroactively in order for providers to be reimbursed for one-unit wholesale cost, excluding discounts and rebates. Affected codes include V5030 – V5080, V5120 – V5150, V5170 – V5190, V5210 – V5230 and V5298.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will adjust the affected hearing services claims for dates of service from January 15, 2013, through March 27, 2013. These adjustments will result in a payout for most providers and will appear with Remittance Advice Details (RAD) code **0893: Retroactive rate adjustment**, beginning December 26, 2013.

If you disagree with these adjustments, 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 questions regarding these adjustments, please call the Telephone Service Center (TSC) at 1-800-541-5555, option 5 followed by option 6.

Sincerely,

*Tanya E. Schuhmeier*

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Reference Number: P13059