



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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

www.xerox.com/govhealthcare

July 7, 2014

Subject: Resubmission of Erroneously Denied Claims for Laboratory Services

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing claims for laboratory services with valid Family PACT (Planning, Access, Care and Treatment) referring individual or group IDs to erroneously deny with one of the following Remittance Advice Details (RAD) codes:

- **0008: The provider of service is not eligible for the type of services billed.**
- **0009: This service or NDC (National Drug Code) is not a covered benefit of the program.**
- **0155: The referring provider's State license number or provider number is missing or invalid.**
- **9518: The referring provider must be a Family PACT (Planning, Access, Care and Treatment) certified provider.**

The system was fixed on November 27, 2012.

No action is required on your part. Xerox State Healthcare, LLC will resubmit the affected claims for dates of service from July 1, 2010, through November 27, 2012. These resubmissions will appear on RADs beginning July 10, 2014, with Claim Control Number (CCN) prefix **417555**.

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 Form* completion instructions, please refer to the *Appeal Form Completion* section in the appropriate Part 2 manual or on the Medi-Cal website.

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

Sincerely,

Tanya E. Schuhmeier

Tanya E. Schuhmeier
Director, Provider Relations
California MMIS
Xerox State Healthcare, LLC

Reference Number: P11194