



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
820 Stillwater Road
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www.xerox.com/govhealthcare

July 7, 2014

Subject: Resubmission of Erroneously Denied MRI Scan Claims

Dear Provider:

Xerox State Healthcare, LLC (Xerox) identified a claims processing issue causing MRI scan claims to be denied with Remittance Advice Details (RAD) code **0075: The necessary documentation was not received**. The system was updated on February 18, 2013, fixing the issue that caused these incorrect denials.

No action is required on your part. Xerox will resubmit the affected claims for dates of service from April 1, 2012, through February 18, 2013. These resubmissions will appear on RADs beginning July 10, 2014, with Claim Control Number (CCN) prefix **416955**.

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).

If you have any questions, 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: P12629