



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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

www.xerox.com/govhealthcare

July 25, 2014

Subject: Resubmission of Claims for Provider/License Number

Dear Provider:

The Department of Health Care Services (DHCS) has identified a claims processing issue causing claims to erroneously deny with Remittance Advice Details (RAD) code **0392: Rendering provider number/license number is not on the Provider Master File. Contact rendering provider to verify number.** The issue affected claims for dates of service on or after August 1, 2011. The system was corrected on August 26, 2013.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the erroneously denied claims. These resubmits will be paid, or denied for a valid reason, and will appear on RADs beginning July 31, 2014, with Claim Control Number (CCN) prefix **419655**.

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 at 1-800-541-5555, option 5, followed by option 6.

Sincerely,

Tanya E. Schuhmeier

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

Reference Number: P15248