



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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August 14, 2014

Subject: Void and Resubmission of Specific Medicare Crossover Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing Medi-Cal to inadvertently issue fee-for-service payments to providers for Medicare crossover claims that are covered by County Organized Health Systems (COHS) plans. The system was corrected on May 21, 2013.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will reprocess the affected claims for dates of service from July 26, 2011, through May 21, 2013. Voids of previously paid claims will appear on *Remittance Advice Details* (RAD) beginning August 28, 2014, with RAD code **0819: Void and resubmit of claims processed in error**. Corresponding resubmissions will appear on RADs beginning September 11, 2014.

The recoveries are authorized under the provisions of *Welfare and Institutions Code* (W&I Code), Sections 14176 and 14177, and *California Code of Regulations* (CCR), Title 22, Section 51458.1(a)(1). In addition, the W&I Code sections authorize DHCS to enter into repayment agreements with providers or offset overpayments against amounts due. If the total warrant amount is not sufficient to offset the recovery, the negative balance will be converted to an accounts receivable transaction and subtracted from future Medi-Cal reimbursements.

If you disagree with any of these voids/resubmissions, you may submit a *Claims Inquiry Form* (CIF) within six months of the new RAD date. If you disagree with any of the voids, you may submit an *Appeal Form* within 90 days of the new RAD date. For CIF or *Appeal Form* completion instructions, refer to the *Appeal Form Completion, 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 questions regarding these adjustments, please call the Telephone Service Center at 1-800-541-5555, option 5, followed by option 4.

Sincerely,

Tanya E. Schuhmeier

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