



Tanya E. Schuhmeier
Director, Provider Relations
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August 21, 2014

Subject: Erroneous Denial and Resubmission of Claims for HCPCS Code J3490

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue that may have caused claims for HCPCS code J3490 to erroneously deny with Remittance Advice Details (RAD) codes:

0225: This is an incorrect procedure code and/or modifier for this service. Please resubmit.

9023: Please submit all justification and documentation.

9062: Indicate the drug dosage, name and/or invoice.

9092: This is an invalid report for this date of service.

9223: The cost of the drug is missing from the *Remarks* field (Box 80)/*Reserved for Local Use* field (Box 19).

9515: The procedure code is not a benefit of the Family PACT (Planning, Access, Care and Treatment) program.

9702: This procedure code is not payable without an invoice.

9893: The product ID Qualifier is missing or invalid.

9894: NDC (National Drug Code)/UPN (Universal Product Number) is missing or invalid.

9897: HCPCS Qualifier and NDC (National Drug Code)/UPN (Universal Product Number) is missing.

9898: HCPCS Qualifier and NDC (National Drug Code)/UPN (Universal Product Number) is invalid.

The issue affected claims for dates of service from November 1, 2013, through June 18, 2014.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims. These resubmissions will appear on RADs beginning August 21, 2014, with Claim Control Number (CCN) prefix **421955**.

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

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Reference Number: P21456