



**Tanya E. Schuhmeier**  
Director, Provider Relations  
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November 14, 2014

**Subject: Resubmission of Erroneously Denied Pharmacy Claims**

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing some pharmacy claims to erroneously deny with Remittance Advice Details (RAD) code **9897: HCPCS Qualifier and NDC (National Drug Code)/UPN (Universal Product Number) is missing**. This issue affected claims processed from October 3, 2011, through April 22, 2012.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims. These resubmissions will be paid or denied for a valid reason and will appear on RADs beginning November 20, 2014.

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](http://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: P16355