



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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January 20, 2015

Subject: Resubmission of Hospice Care Claims

Dear Provider:

The Department of Health Care Services (DHCS) revised the Medi-Cal hospice same day transfer policy, effective retroactively for dates of service on or after July 1, 2013. The revised policy allows reimbursement for overlapping dates of service when one hospice facility discharges a beneficiary and another hospice facility admits the same beneficiary on the same day. The revised policy was implemented on July 23, 2014.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the claims erroneously denied with Remittance Advice Details (RAD) code **168: More than one type of hospice care is not payable for any recipient on the same or overlapping dates of service**. These resubmissions appeared on RAD forms beginning December 26, 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). 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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