



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
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www.xerox.com/govhealthcare

April 16, 2015

Subject: Resubmission of Claims Erroneously Denied with RAD Code 9952

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing some claims to erroneously deny with Remittance Advice Details (RAD) code **9952: Type of Bill Code for APR-DRG Claim Invalid or Missing**. The issue affected claims for dates of service from July 1, 2013, through June 24, 2014.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the erroneously denied claims. These resubmissions will appear on RAD forms beginning April 23, 2015, with Claim Control Number (CCN) prefix **509855**.

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: P21506