



Tanya E. Schuhmeier
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June 22, 2014

Subject: Void of Erroneously Paid Claims for Deceased Recipients

Dear Provider:

The Office of Inspector General (OIG) and the Department of Health Care Services (DHCS) identified erroneously paid Medi-Cal claims billed for dates of service after the date of the recipients' deaths. These claims were paid from July 15, 2014, through January 15, 2015.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will void the erroneously paid claims. These voids will appear on *Remittance Advice Details* (RAD) forms beginning July 9, 2015, with RAD code **0821: Void of claim non-payable on date of service.**

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, 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 provider 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 provider manual or on the Medi-Cal website.

If you have questions regarding these voids, 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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