



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
820 Stillwater Road
West Sacramento, CA 95605

www.xerox.com/govhealthcare

July 27, 2015

Subject: Adjustment of Family PACT Claims Due to Retroactive Rate Increase

Dear Provider:

The Department of Health Care Services (DHCS) has directed Xerox State Healthcare, LLC (Xerox) to adjust Family Planning, Access, Care and Treatment (PACT) Program claims due to an increase in the reimbursement rates for long-acting reversible contraceptives. This adjustment is effective retroactively for dates of service on or after July 1, 2014, for CPT-4 codes 11981 (Insertion, non-biodegradable drug delivery implant) and 58300 (Insertion of intrauterine device [IUD]).

No action is required on your part. Xerox is adjusting the affected claims. These adjustments will appear on *Remittance Advice Details* (RAD) forms beginning July 30, 2015, with RAD code **0893: Retroactive rate adjustment**.

If you disagree with any of these adjustments, 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 adjustments, please call the Telephone Service Center at 1-800-541-5555, option 5, followed by option 6.

Sincerely,

Tanya E. Schuhmeier

Tanya E. Schuhmeier
Director, Provider Relations
California MMIS
Xerox State Healthcare, LLC

Reference Number: P27956