



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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www.xerox.com/govhealthcare

August 11, 2015

Subject: Adjustment of LTC Claims Due to Retroactive Rate Updates

Dear Provider:

The Department of Health Care Services (DHCS) has updated Long Term Care (LTC) rates for various accommodation codes, effective retroactively for dates of service on or after July 1, 2014.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will adjust the affected claims. Adjustments will appear on *Remittance Advice Details* (RAD) forms beginning August 20, 2015, with RAD code **0829: LTC retro 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

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