



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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

www.xerox.com/govhealthcare

October 23, 2015

**Subject: Delay in Resubmission of Voided MSSP Claims for HCPCS Codes Z8550
– Z8603**

Dear Provider:

An Erroneous Payment Correction (EPC) letter, with reference number P28815, dated September 22, 2015, notified some providers of a system issue causing some Multipurpose Senior Services Program (MSSP) claims for HCPCS codes Z8550 through Z8603 to erroneously reimburse. The letter also indicated that affected claims will be voided and resubmitted.

After notification, affected claims for dates of service from April 1, 2014, through January 27, 2015, were voided and these reversals should have appeared on *Remittance Advice Details* (RAD) forms beginning October 2, 2015, with RAD code **0819: Void and resubmit of claims processed in error**. However, due to a system issue, these claims could not be resubmitted as scheduled.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the voided claims after implementation of the system fix and appropriate provider notification.

If you have questions regarding this adjustment, 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: P28815B