



**Tanya E. Schuhmeier**  
Director, Provider Relations  
California MMIS

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

[www.xerox.com/govhealthcare](http://www.xerox.com/govhealthcare)

November 25, 2015

**Subject: Void of Mental Health Claims for Per-Visit Codes 11, 12 and 13**

Dear Provider:

The Department of Health Care Services (DHCS) identified a processing issue with claims billed for mental health carve-out services (per-visit codes 11, 12 and 13) for dates of service from July 1, 2014, through October 14, 2014, causing erroneous overpayments. For this time period, these claims should have been billed with per-visit code 18 (managed care differential rate).

Xerox State Healthcare, LLC (Xerox) will void the affected claims to recover the erroneous payment. These voids will appear on *Remittance Advice Details* (RAD) forms beginning December 3, 2015, with RAD code **0834: Void of Claim Due to Provider Billing Error**. Voided claims should be resubmitted by the provider using per-visit code 18.

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.

You may also submit a *Claims Inquiry Form* (CIF) within six months of the new RAD date or an *Appeal Form* within 90 days of the new RAD date with per-visit code 18. 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](http://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 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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