



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
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www.xerox.com/govhealthcare

December 4, 2015

Subject: Resubmission of Erroneously Denied LEA Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing some Local Educational Agency (LEA) claims for medical transportation HCPCS code A0425 to erroneously deny with Remittance Advice Details (RAD) code **0008: The provider of service is not eligible for the type of services billed**. The issue affected claims processed from March 23, 2015, through June 2, 2015.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims until the erroneous denials are cleared. These resubmissions will appear on RADs beginning December 10, 2015, with Claim Control Number (CCN) prefix **532855**.

If you disagree with any of these resubmissions, 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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Reference Number: P29273