



**Tanya E. Schuhmeier**  
Director, Provider Relations  
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December 14, 2015

**Subject: Resubmission of Erroneously Denied Adult Dental Services Claims**

Dear Provider:

The Department of Health Care Services (DHCS) has identified a processing issue causing some claims for adult dental services (per-visit code 03) to erroneously deny with Remittance Advice Details (RAD) codes **0061: The procedure code and type are not a covered benefit on the date of service**, or **9909: Optional service not payable on date of service**. The issue affected claims for dates of service from May 1, 2014, through October 19, 2014.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims. These resubmissions will appear on RAD forms beginning December 31, 2015, with Claim Control Number (CCN) prefix **535055**.

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](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 resubmissions, 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: P30375