



**Tanya E. Schuhmeier**  
Director, Provider Relations  
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March 16, 2016

**Subject: Resubmission of Crossover Claims for Enteral Products and Supplies**

Dear Provider:

The Department of Health Care Services (DHCS) identified an issue with crossover claims for some enteral nutrition products and supplies, causing an erroneous denial of claims with Remittance Advice Details (RAD) code **0010: This service is a duplicate of a previously paid claim**. This issue is due to a delay in implementation of new policy to allow these products one to five overlap days for the same recipient, and affected claims for dates of service from November 25, 2013, through October 26, 2015.

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 March 24, 2016, with roll number **55 (Resubmit)**. The roll number is the fifth and sixth digits of the Claim Control Number (CCN).

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: P29066