



**Tanya E. Schuhmeier**  
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May 12, 2016

**Subject: Erroneously Paid Family PACT Claims for FQHC/RHC Services**

Dear Provider:

The Department of Health Care Services (DHCS) identified a system error resulting in the erroneous payment of Federally Qualified Health Center/Rural Health Clinic (FQHC/RHC) per-visit claims for Family Planning, Access, Care and Treatment (Family PACT) recipients. FQHC/RHC per-visit codes are not benefits of the Family PACT Program. With the exception of FQHC/RHC, services claimed for Family PACT recipients should be billed under the Health Access Program's (HAP) provider number with the appropriate procedure code(s).

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will void the affected claims for dates of service from January 1, 2015, through December 31, 2015. These voids will appear on *Remittance Advice Details* (RAD) forms beginning May 26, 2016, with RAD code **0953: Void of claim; service is not an FPACT benefit**.

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.

If you disagree with any of these voids, 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 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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