



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

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

June 30, 2016

Subject: Resubmission of Erroneously Denied CCS Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting some California Children's Services (CCS) claims. This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code **0063: The procedure is not consistent with the recipient's age**. The issue affected claims for dates of service from January 1, 2014, through February 16, 2016.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims. These resubmissions will appear on RADs beginning July 14, 2016, with roll number **55 (Resubmit)**. The roll number is located in the fifth and sixth digit of the Claim Control Number.

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 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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Director, Provider Relations
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Reference Number: P32628