March 29, 2017

Subject: Adjustment of LTC Claims Due to Retroactive Rate Updates

Dear Provider:

The Department of Health Care Services (DHCS) updated provider reimbursement rates for Long Term Care (LTC) services provided by Institutions for Mental Disease (IMD), effective retroactively for dates of service on or after July 1, 2015.

No action is required on your part. Conduent will adjust the affected claims. These adjustments will appear on Remittance Advice Details (RAD) forms beginning March 30, 2017, with RAD code 0829: LTC retro rate adjustment.

If you disagree with any of these adjustments, 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
Director, Provider Relations
California MMIS
Conduent

Reference Number: P36911