May 4, 2017

Subject: Resubmission of Erroneously Denied Claims for Select CPT-4 Codes

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting certain claims billed with CPT-4 codes 77385–77387 (for dates of service from October 1, 2015, to September 16, 2016); 93294, 93296 (for dates of service from September 1, 2009, to September 16, 2016) and 81479 (for dates of service from July 1, 2013, to September 16, 2016). This issue caused claims to erroneously deny with Remittance Advice Details (RAD) codes 0196: This procedure requires a modifier; modifier is not present and 0036: RTD (Resubmission Turnaround Document) was either not returned or was returned uncorrected; therefore, your claim is formally denied.

No action is required on your part. Conduent will resubmit the affected claims. These resubmissions will appear on RAD forms beginning May 4, 2017, with Claim Control Number (CCN) roll number 55 (Resubmit). The roll number is the fifth and sixth digits of the 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). 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
Director, Provider Relations
California MMIS
Conduent

Reference Number: P35648

Tanya E. Schuhmeier
Director, Provider Relations
California MMIS
Conduent

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