January 22, 2019

Subject: Resubmission of Erroneously Denied Claims for Medical Supplies and DME Codes

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting claims billed with Medical Supplies and Durable Medical Equipment (DME) billing codes. This issue caused some claims to erroneously deny with Remittance Advice Details (RAD) code 0031: The provider was not eligible for the services billed on the date of service. The issue affected claims mainly for dates of service from January 1, 2016, through April 19, 2018.

No action is required on your part. The California Medicaid Management Information System (MMIS) Fiscal Intermediary, Conduent State Healthcare, LLC, will resubmit the affected claims. These resubmissions will appear on RAD forms beginning January 10, 2019, with Claim Control Number (CCN) prefix 900255.

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 California MMIS Fiscal Intermediary Telephone Service Center at 1-800-541-5555, option 5, followed by option 6 or write to the California MMIS Fiscal Intermediary Correspondence Specialist Unit at P.O. Box 13029, Sacramento, CA 95813-4029.

Sincerely,

Tanya E. Schuhmeier

Tanya E. Schuhmeier  
Director, Provider Relations  
Conduent State Healthcare, LLC, on behalf of  
California Department of Health Care Services

Reference Number: P48237