March 11, 2019

Subject: Resubmission of Erroneously Denied Claims Billed with Select ICD-10 CM Codes

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting certain claims billed with select ICD-10-CM diagnosis codes. This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code 0169: This service is not payable when billed with this diagnosis or 9109: This service is not payable for the diagnosis billed. The issue affected claims for dates of service from October 1, 2017, through October 1, 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 February 28, 2019, 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 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,

Evonne Pelaez
Director, Provider Relations
Conduent State Healthcare, LLC, on behalf of California Department of Health Care Services

Reference Number: P49289