December 19, 2019

Subject: Reprocessing of Erroneously Paid and Denied Claims for Select CPT Codes

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting certain claims for CPT codes 92002 – 92014, 99201 – 99215, 99221 – 99236, 99281 – 99285, 99341 – 99499. This issue caused some claims to erroneously pay and other claims to erroneously deny. The issue affected claims for dates of service from October 1, 2013, through August 22, 2019.

No action is required on your part. The California Medicaid Management Information System (MMIS) Fiscal Intermediary will reprocess the affected claims. Adjustments of erroneously paid claims will appear on Remittance Advice Details (RAD) forms beginning December 12, 2019, with RAD code 0832: Reprocess To Correct Claims History After System Update. Resubmissions of erroneously denied claims will appear on RAD forms beginning December 12, 2019, with Claim Control Number (CCN) prefix 933955.

If you disagree with any of these resubmissions or 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 resubmissions or adjustments, 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,

Cindy Garrett
Director, Provider & Member Services
DXC Technology, on behalf of
California Department of Health Care Services

Reference Number: P54239