



BRADLEY P. GILBERT, MD, MPP  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

June 3, 2020

**Subject: Resubmission of Erroneously Denied Family PACT Claims**

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting Family Planning, Access, Care and Treatment (Family PACT) billed with HCPCS codes G2010 and G2012. This issue caused claims to erroneously deny with below Remittance Advice Details (RAD) codes:

- **0005: The service billed requires an approved TAR (*Treatment Authorization Request*).**
- **0169: This service is not payable when billed with this diagnosis.**
- **9206: The service requires an approved TAR for the Family PACT program.**
- **9515: The procedure code is not a benefit of the Family PACT program.**

The issue affected claims for dates of service from March 19, 2020, through April 21, 2020.

No action is required on your part. The California Medicaid Management Information System (MMIS) Fiscal Intermediary will resubmit the affected claims. These resubmissions will appear on RAD forms beginning May 28, 2020, 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](http://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,

*Cindy Garrett*

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

Reference Number: P41299