



WILL LIGHTBOURNE
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

February 25, 2021

Subject: Resubmission of Erroneously Denied CCS/GHPP Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claim processing issue affecting claims for California Children's Services/Genetically Handicapped Persons program. The issue affected claims for dates of service from January 1, 2020, through November 5, 2020. This issue caused some claims to erroneously deny with one of the following Remittance Advice Details (RAD) codes:

0005: The service billed requires an approved treatment authorization request.

0006: The date(s) of service reported on the claim is not within the TAR authorized period.

9670: Claim date of service does not match date of service on SAR (Service Authorization Request) file.

9671: Procedure code has not been authorized by CCS/GHPP (California Children's Services/Genetically Handicapped Persons Program).

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 February 25, 2021, 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 Provider 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 Provider 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 5 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

Gainwell Technologies, on behalf of

California Department of Health Care Services

Reference Number: P42156