



Michelle Baass | Director

PROVIDER NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE ZIP

January 21, 2025  
NPI # 123456789

### MEDI-CAL PAYMENT ADJUSTMENT FOR SELECT PROVIDERS

Dear Provider:

The Department of Health Care Services (DHCS) identified a system issue affecting payments for certain providers who rendered services for the Medi-Cal program. This issue caused incorrect payment for some providers, resulting in overpayments or underpayments. The issue affected payments with a date of payment December 30, 2024.

No action is required on your part. The California Medicaid Management Information System (MMIS) Fiscal Intermediary will adjust the payments via account receivables. These adjustments will appear on *Remittance Advice Details* (RAD) forms beginning January 16, 2025. Payments will be made under an AR prefix of **526** with RAD code **0728: Payment to a provider was made for an amount due resulting from other than a cost settlement**. Withholds will be made under an AR prefix of **536** with RAD code **0720: The amount has been withheld as a result of a provider debt other than a cost settlement or claims overpayment**.

The recoveries are authorized under the provisions of *Welfare and Institutions Code* (W&I Code), Sections 14176 and 14177, and *California Code of Regulations* (CCR), Title 22, Section 51458.1(a)(1). Additionally, the W&I Code sections authorize DHCS to enter into repayment agreements with providers or offset overpayments against amounts due.



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If you have questions regarding the ARs, 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 Financial Cash Control 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: P45407