



WILL LIGHTBOURNE
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

PROVIDER NAME
ADDRESS 1
ADDRESS 2
CITY, STATE ZIP

March 12, 2021
NPI # 123456789

Subject: Resubmission of Erroneously Denied Inpatient Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting claims for Diagnosis-Related Groups (DRG): Inpatient Services. This issue caused some claims to erroneously deny with Remittance Advice Details (RAD) code **9970: No SAR Admission Approval on File for CCS/GHPP APR-DRG Inpatient Admission**. The issue affected claims for dates of service from July 1, 2013, through July 2, 2019.

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 18, 2021, with Claim Control Number (CCN) prefix **103955**.

If you disagree with any of these resubmits, 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 resubmits, 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

DXC Technology, on behalf of

California Department of Health Care Services

Reference Number: P40403