



WILL LIGHTBOURNE
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

January 21, 2021

Subject: Resubmission of Erroneously Denied Telehealth Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting some claims billed with HCPCS codes A0000 – Z9999 or CPT codes 00100 – 91298, 91300 – 92017 and 92020 – 99999 with Modifier 95. This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code **0225: This is an incorrect procedure code and/or modifier code for this service.** The issue affected claims for dates of service from January 01, 2017, through November 23, 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 January 7, 2021, with Claim Control Number (CCN) prefix **036455**.

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). 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: P42263