



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



GAVIN NEWSOM
GOVERNOR

February 12, 2021

Subject: Resubmission of Erroneously Denied Durable Medical Equipment Claims

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting some Durable Medical Equipment claims billed with HCPCS codes E0465 (home ventilator, any type, used with invasive interface [e.g., tracheostomy tube]) and E0466 (home ventilator, any type, used with noninvasive interface [e.g., mask, chest shell]). This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code **0394: This is a treatment period procedure that requires “from through” billing.** The issue affected claims for dates of service from January 1, 2019, 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 February 19, 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 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: P42172