



MICHELLE BAASS
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

November 28, 2023
NPI # 123456789

REPROCESSING OF ERRONEOUSLY DENIED DME CLAIMS

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting claims billed with select Durable Medical Equipment (DME) codes. This issue caused claims to erroneously deny with one of the following Remittance Advice Details (RAD) code:

- **0005: The service billed requires an approved *Treatment Authorization Request*.**
- **0095: This service is not payable due to a procedure, or procedure and modifier, previously reimbursed.**
- **9251: The service billed requires a product-specific Service Authorization Request (SAR). Please contact your local CCS office.**
- **9938: The procedure code is payable only once in five years.**

The issue affected claims for dates of service from January 1, 2020, through July 24, 2023.

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 November 9, 2023, with Claim Control Number (CCN) roll number **55 (Resubmit)**. The roll number is the fifth and sixth digits of the CCN prefix **330555**.

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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: P44542