



WILL LIGHTBOURNE
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

February 3, 2021

Subject: Reprocessing of Telemedicine Claims

Dear Provider:

In response to the 2019 novel coronavirus (COVID-19) public health emergency, the Department of Health Care Services has instituted temporary policies and procedures affecting claims billed with HCPCS Code G0071 (Payment for communication technology-based services for 5 minutes or more of a virtual (nonface-to-face) communication between a rural health clinic (RHC) or federally qualified health center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes). These policy changes are effective retroactively for dates of service from March 1 2020, and require reprocessing of some erroneously paid and denied claims.

No action is required on your part. The California Medicaid Management Information System (MMIS) Fiscal Intermediary will adjust the affected paid claims and resubmit erroneously denied claims. These adjustments will appear on *Remittance Advice Details* (RAD) forms beginning February 4, 2021, with RAD code **0883: Retroactive price correction**. Resubmissions of denied claims will also appear on RAD forms beginning February 4, 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 adjustments or 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 adjustments, 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: P42175