

PROVIDER NAME
ADDRESS 1
ADDRESS 2
CITY, STATE ZIP

August 22, 2025
NPI # 123456789

RESUBMISSION OF ERRONEOUSLY DENIED LTC PAPER CLAIMS

Dear Provider:

The Department of Health Care Services (DHCS) identified and addressed a claims processing issue affecting select paper Long Term Care (LTC) claims for a small number of providers billing with Value Code 23 and/or blank Share of Cost information. This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code **9284: Patient liability information missing or invalid**. The issue affected claims for dates of service from February 1, 2024, through November 18, 2024.

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 August 14, 2025, with Claim Control Number (CCN) roll number **55 (Resubmit)**. The roll number is the fifth and sixth digits of the Claim Control Number (CCN) prefix **521855**.

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, refer to the *CIF Completion* and *CIF Special Billing Instructions* sections in the appropriate Part 2 manual or on the Medi-Cal Providers website (www.medi-cal.ca.gov). For *Appeal Form* completion instructions, refer to the *Appeal Form Completion* section in the appropriate Part 2 manual or on the Medi-Cal website.

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If you have questions regarding these resubmissions, 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: P45604