



Tanya E. Schuhmeier
Director, Provider Relations
California MMIS

Xerox State Healthcare, LLC
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www.xerox.com/govhealthcare

November 9, 2016

Subject: Adjustment of Claims for Preventative Medicine Counseling Code 99401

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue causing some claims for CPT-4 code 99401 to erroneously pay with a quantity cutback. The issue affected claims for dates of service from May 26, 2015, through May 23, 2016.

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will adjust the affected claims. These adjustments began appearing on *Remittance Advice Details* (RAD) forms October 27, 2016, with RAD code **0824: Price correction, after erroneous quantity cutback**.

If you disagree with any of these adjustments, 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 adjustments, please call the Telephone Service Center at 1-800-541-5555, option 5, followed by option 6.

Sincerely,

Tanya E. Schuhmeier

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Reference Number: P34077