



**Tanya E. Schuhmeier**  
Director, Provider Relations  
California MMIS

Xerox State Healthcare, LLC  
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[www.xerox.com/govhealthcare](http://www.xerox.com/govhealthcare)

November 15, 2016

**Subject: Resubmission of Erroneously Denied Pharmacy Claims**

Dear Provider:

The Department of Health Care Services (DHCS) identified a claims processing issue affecting some cariprazine pharmacy claims for various health care plans shown below. This issue caused claims to erroneously deny with Remittance Advice Details (RAD) code **0037: Health Care Plan enrollee, capitated service not billable to Medi-Cal**. The issue affected claims for dates of service from September 1, 2015, through June 27, 2016.

029	107	117	130	142	304	317	360	507	518
068	108	118	131	143	305	340	361	508	519
079	109	119	133	144	306	343	362	509	520
100	110	120	134	145	307	344	363	510	521
101	111	121	135	150	308	345	364	511	522
102	112	122	136	167	309	352	501	512	523
103	113	123	137	190	311	353	502	513	915
104	114	124	138	300	312	354	504	514	
105	115	128	139	301	315	355	505	515	
106	116	129	141	303	316	356	506	517	

No action is required on your part. Xerox State Healthcare, LLC (Xerox) will resubmit the affected claims. These resubmissions will appear on RAD forms beginning November 17, 2016, with Claim Control Number (CCN) roll number **55 (Resubmit)**.

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 website ([www.medi-cal.ca.gov](http://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 Telephone Service Center at 1-800-541-5555, option 5, followed by option 6.

Sincerely,

*Tanya E. Schuhmeier*

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Reference Number: P34471