



## Integrated System News Bulletin

### IS Claims “Stuck” in Forwarded Status

Attention: SD/Medi-Cal Providers

#### STOP – Impact to You

LACDMH has recently received information from our systems vendor, Sierra Systems, that a Medi-Cal file they created in April 2006 was never sent to the State. This file contains claims in Forwarded status in your IS claims reports, but have remained in Forwarded for several months.

As a result of the untimely submission to the State, some of the claims in this file have aged beyond the Medi-Cal claiming statute (12 months after the month of service) and some claims now have a submit date greater than six months from the month of service and require a late code.



#### CAUTION – What You Need to Know

Providers who were affected by this issue have been sent a report and a copy of this bulletin. All providers were not affected by this error, consequently all providers may not receive a report and those providers that do receive a report may not have claims from both categories.

This Medi-Cal claim file was sent to the State on Thursday, September 21, 2006. Claims included in this file with service dates prior to August 2005 (the date the State received the file is greater than 12 months from the month of service) will be denied by the State. Claims received by the State that are greater than 6 months from month of service will also deny.

Contract providers' denied claims from this file due to Late Submission will be subject to the “Provider Dispute Resolution Process” for FY 2005-06 and FY 2006-07. The Office of Finance can provide more information in this area.

#### GO – What You Need to Do

This report is for your information only. You should follow your normal process for working denied claims that can appropriately be resubmitted.

Questions about claiming in the IS should be directed to the Help Desk at (213) 351-1335. Finance questions such as Dispute Resolution should be directed the Settlement Unit at (213) 738-4831.