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MEMORANDUM

To: All Providers
From: Ann Kern, Provider Services Network Manager
Date: 01/27/2014
Subject: FCN Changing to a Letter ID

The Central California Alliance for Health (Alliance) has made updates to the *Identification of Overpayment* letters (I) and to the *Overpayment Notification Letter Search* function (II) on the Provider Portal.

I. Changes to the Identification of Overpayment Letter

- Figure 1 below shows the elements that were updated on the NEW Identification of Overpayment letter.
- Figure 2 below is an example of the OLD Identification of Overpayment letters prior to 11/20/2013.

Updates (see Figure 1):

1. The letter is now identified by the **Letter ID** (formally the FCN)
2. Each recovery now has its own unique FCN. The FCN is the recovered CCN number with a letter indicating the sequence of recovery [e.g. 2013000000000000(A)]. Subsequent recoveries on the same CCN would be followed by: (B), (C), etc.

<i>Figure 1: NEW Identification of Overpayment letter effective 11/20/2013</i>					<i>Figure 2: OLD Identification of Overpayment letter prior to 11/20/2013</i>																								
IDENT					IDENTIF																								
Letter ID: 20000 ← 1					FCN: 20000																								
Notif Date: 11/20/2013					Notif Date: 10/17/2012																								
Name of Provider: SANTA CRUZ PROVIDER OF SERVICES					Name of Provider: SANTA CRUZ PROVIDER OF SERVICES																								
Street Address: 123 FIRST AVE #123					Street Address: 123 FIRST AVE #123																								
City, State, Zip: SANTA CRUZ, CA 95000-0001					City, State, Zip: SANTA CRUZ, CA 95000-0001																								
ATT: BILLING OFFICE					ATT: BILLING OFFICE																								
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II. Changes to the Provider Portal on the Overpayment Notification Letter Search

Updates (see figure 3 below)

1. FCN is now the 16 digit CCN plus an alpha character
Example: 2013000000000000A
2. Letter ID search was added, this is also where you can search for the 5 digit FCNs that were given prior to 11/20/2013.

Figure 3: New Provider Portal Overpayment Notification Letter Search

The screenshot shows a search form with the following fields: Earliest Date, Latest Date, FCN (16 digit CCN + alpha, e.g. 2013000000000000A), Letter ID (or before 11/20/2013 5 digit FCN), Alliance Member ID, and Date of Service. Red arrows labeled '1' and '2' point to the FCN and Letter ID fields respectively.

For more information about overpayment and recoveries, please contact the Alliance Recoveries line (831) 430-2505 or recoveriesadmin@ccah-alliance.org for further guidance.