

PROVIDER MEMO

Date: February 2, 2024

Subject: Resubmission of Newborn Claims

Dear Provider:

We are writing to inform you about a technical issue that occurred during the processing of newborn claims submitted to Valley Health Plan (VHP). Upon careful review of our records, it was discovered that a technical issue resulted in the rejection of newborn claims submitted to VHP. We apologize for any inconvenience this may have caused your organization.

We have rectified the error in our system and are now requesting that affected providers resubmit their newborn claims electronically at the earliest convenience, but no later than **March 01, 2024**. If unable to submit the claims electronically, please mail the claims to the addresses listed below.

(For VHP Members)
VHP Claims Department
P.O. Box 26160
San Jose, CA 95159

(For VHP Medi-Cal Members)
VHP Medi-Cal
P.O. Box 28407
San Jose, CA 95159

We greatly appreciate your attention to this matter and your cooperation in ensuring the timely resubmission of newborn claims. Our goal is to provide efficient and accurate claims processing for all our providers.

If you have any questions regarding newborn claims or resubmitting newborn claims, please contact VHP Provider Relations at 408-885-2221 or providerrelations@vhp.sccgov.org.

Thank you in advance for your prompt attention to this request.