

## **Xerox Service Assistance Protocol**

### **Purpose**

To assist Local Educational Agency (LEA) providers to request assistance from the Xerox Telephone Service Center (TSC) and Education and Outreach provider field representatives.

### **Xerox Telephone Service Center (TSC) 1-800-541-5555**

The computer media claims/computer media help desk is available to resolve fairly simple questions.

TSC 1-800-541-5555 main menu prompts:

[http://files.medi-cal.ca.gov/pubsdoco/publications/masters-MTP/Part1/provrelfrm1ref\\_z01.pdf](http://files.medi-cal.ca.gov/pubsdoco/publications/masters-MTP/Part1/provrelfrm1ref_z01.pdf)

To reach a 'live' person on the TSC line:

- At main prompt menu DO NOT press prompt 1 for the Automated Eligibility Verification System or 2 for the Provider Telecommunications Network as you will only get automated recordings
- Instead press 5 at the main menu and then, when prompted, 6 for general billing inquiries. Do not enter the PIN or NPI when requested and wait until a representative comes on the line (you will be requested to enter the PIN or NPI several times).

**IMPORTANT: Keep a log of issue numbers that the TSC provides for each phone call.**

Xerox keeps records of all cases.

### **Xerox Provider Field Representative**

If the question or problem requires further research, you may ask the TSC agent to send a provider field rep to personally meet with the LEA provider. Note that once a provider field rep is assigned, TSC's involvement ceases and the provider field rep is responsible for assisting the LEA provider on their issue. The LEA provider can also write to the Correspondence Specialist Unit (CSU) for further assistance. The LEA provider may notify SNF if the issue cannot be resolved.

### **Example of LEA provider issue: Why was our claim denied?**

**1** – LEA provider should call TSC to ask for assistance and issue may get resolved (keep log of issue numbers)

**2** – If issue is too complicated for TSC, LEA provider should either request the TSC agent to send a provider field rep or the LEA provider should write the CSU and explain the issue, attach required documents, and request assistance

**3** – If Xerox provider field rep or CSU does not resolve the issue, LEA provider may notify SNFD at [LEA@dhcs.ca.gov](mailto:LEA@dhcs.ca.gov)