

# This Computes!



**Department of Health Care Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin #349**

## **SERVICE AUTHORIZATION FILE (SAF)**

We identified a system problem which affected transmission of the Service Authorization File (SAF) between Wednesday, August 4, 2010 and Monday, August 9, 2010. SARs added, modified, or cancelled during the period were not appropriately updated at Hewlett Packard (HP) (formerly known as EDS) or Delta Dental (DD).

The system problem was resolved on Tuesday, August 10, 2010 and a new SAF, which includes all SARs added, modified, or cancelled during the above period, is scheduled for resubmission to HP and DD tonight Tuesday, August 10, 2010.

Claims billed for services authorized, modified, or cancelled between Wednesday, August 4, 2010, and Monday, August 9, 2010 may have been erroneously denied. Claims that were erroneously denied should be resubmitted for payment after tonight's resubmission and processing of the corrected SAF.

If you have any questions, please contact the CMSNet Help Desk at (916) 327-2378.