Medi-Cal Rx

Mass Adjustment for Member Eligibility Data that Impacted Claim Funding for Claims Submitted March 10, 2022, through October 5, 2025

November 7, 2025; Last Updated May 8, 2026

Background

Medi-Cal Rx initiated a mass adjustment related to member eligibility data that impacted claim funding (federal vs. state) for claims submitted on or after January 1, 2022, through October 5, 2025.

What Pharmacy Providers Need to Know

Medi-Cal Rx identified a claims processing issue affecting a select number of claims submitted on or after January 1, 2022, through October 5, 2025, where incorrect member eligibility data impacted claim funding (federal vs. state). For these claims, the member eligibility data resulted in an incorrect federal vs. state claim funding allocation. Medi-Cal Rx updated the member eligibility data on October 5, 2025, to correctly calculate the claim funding allocation per the Department of Health Care Services' (DHCS) policy.

Medi-Cal Rx has identified the impacted net paid claims and will be adjusting these claims on behalf of pharmacy providers which may result in no net change to the amount you were already reimbursed.

Adjustments have been made for some of the impacted claims submitted on or after March 10, 2022, through October 5, 2025, and appeared on the remittance advice (RA) between November 21, 2025, and December 31, 2025. Some of the impacted claims were previously adjusted but were held for additional Medi-Cal Rx review; these claims have been reviewed, released, and will appear on the May 22, 2026, RA. Adjustments for the remaining claims submitted on or after January 1, 2022, through October 5, 2025, will be processed by Medi-Cal Rx at a later date and a separate notification will be provided when the next adjustment commences.

What Pharmacy Providers Need to Do

No action is required by pharmacy providers at this time.

Adjustments for some of the impacted claims submitted on or after March 10, 2022, through October 5, 2025, appeared on the RA between November 21, 2025, and December 31, 2025. Some of the impacted claims were previously adjusted but were held for additional Medi-Cal Rx

review; these claims have been reviewed, released, and will appear on the May 22, 2026, RA. On the RA, impacted pharmacy providers will see a reversal of the original claim and a new claim processed (same member, Rx number, date of service [DOS], NDC, etc.) to reflect the adjustment. The Mass Adjustment Notification Number, **MCRX 0220-A**, will appear on the RA for all reprocessed claims.

If an impacted pharmacy provider disagrees with an adjustment, they may take one of the following actions:

- Submit a *Medi-Cal Rx Provider Pharmacy Claim Appeal* (DHCS 6571) form within three months of the new Medi-Cal Rx RA date.
- Submit a *Medi-Cal Rx Provider Pharmacy Claim Inquiry* (DHCS 6570) form (CIF) within six months of the new Medi-Cal Rx RA date.

The forms contain completion instructions and are located on the Forms & Information page on the Medi-Cal Rx Provider Portal.

For more information about this and other mass adjustment activities, refer to the Mass Adjustments page located on the Medi-Cal Rx Provider Portal. For additional assistance, pharmacy providers may send a secured email to MediCalRxEducationOutreach@primetherapeutics.com and include, if appropriate, any claim-specific information with the correspondence.

Contact Information

If you have any questions regarding the mass adjustment, call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@primetherapeutics.com.