



Medi-Cal Rx

# Mass Adjustment for Lagevrio Claims Not Paying Ingredient Cost with a Date of Service November 1, 2023, through June 20, 2024

February 13, 2026

## Background

Medi-Cal Rx initiated a mass adjustment related to the commercial and government-supplied (non-commercial) Lagevrio antiviral medications for claims with a date of service (DOS) on or after November 1, 2023, through June 20, 2024.

## What Pharmacy Providers Need to Know

Medi-Cal Rx identified a claims processing issue affecting a select number of claims with a DOS on or after November 1, 2023, through June 20, 2024, for Lagevrio antiviral medications:

- For commercial Lagevrio, with NDC 00006505509, claims were not paid the ingredient cost; for these claims, reimbursement is the ingredient cost plus the professional dispensing fee.
- For government-supplied Lagevrio, with NDC 00006505506, claims were not paid the full professional dispensing fee; for these claims, reimbursement is only the professional dispensing fee.

This issue has been resolved as Medi-Cal Rx updated the reimbursement methodology on June 20, 2024, to correctly calculate both commercial and government-supplied Lagevrio antiviral medications 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 an amount owed to you, an amount you owe DHCS, or no net change to the amount you were already reimbursed.

Adjustments have been made for some of the impacted claims with a DOS on or after November 1, 2023, through June 20, 2024, and will appear on the February 27, 2026 remittance advice (RA). Adjustments for the remaining claims with a DOS on or after November 1, 2023, through June 20, 2024, will be processed at a later date and a separate alert will be published when the next adjustment commences.

## What Pharmacy Providers Need to Do

No action is required by pharmacy providers at this time.

Adjustments for the impacted claims with a DOS on or after November 1, 2023, through June 20, 2024, will appear on the February 27, 2026 RA. On the RA, impacted pharmacy

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providers will see a reversal of the original claim and a new claim processed (same member, Rx number, DOS, NDC, etc.) to reflect the adjustment. The Mass Adjustment Notification Number, **MCRX 0219-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](mailto: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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).