



Medi-Cal Rx

Now Active: Updates to the Early Refill Policy, Effective August 21, 2026

August 21, 2026

As previously announced in the alert titled [30-Day Countdown: Updates to the Early Refill Policy](#), Medi-Cal Rx has implemented changes to the early refill policy for members 21 years of age and older. These changes are intended to improve program integrity and ensure continued, equitable, and clinically appropriate access to quality pharmacy benefits and services.

What Pharmacy Providers Need to Know

Claims submitted to Medi-Cal Rx for members 21 years of age and older are subject to early refill override limits when the member has not exhausted their previous fill for the same drug (name, strength, and formulation) in which the requested refill interval is less than 75 percent, except for opioids which is 90 percent.

Claims that do not meet the refill thresholds will deny with **Reject Code 88 – DUR Reject Error** with Drug Use Review (DUR) Reason for Service Code ER – Overutilization and will be subject to override limits.

These claims may be overridden when one of the following codes is present on the claim:

- Reason for Service Code ER – Overutilization (with the appropriate Professional Service Code and Result of Service Code)
- Submission clarification code (SCC) value of 03 – Vacation Supply
- SCC 04 – Lost Supply

Each respective override may be used only once within a 365-day period. When the override limit is exceeded, claims will deny with **Reject Code 75 – Prior Authorization Required** with the supplemental message “*Early refill overrides exceeded.*”

» **Claims for members younger than 21 years of age are not impacted at this time. Additional information will be provided when available.**

What Pharmacy Providers Need to Do

Pharmacy providers are encouraged to complete the following steps:

1. When claims deny with Reject Code 88 – DUR Reject Error with DUR Reason for Service Code ER – Overutilization:
 - a. Review the reject code and fill the prescription based on the appropriate next fill date.
 - b. If an early refill is truly needed, resubmit the claim with either service codes or SCCs on the claim based on the situation.

2. When claims deny with Reject Code 75 – Prior Authorization Required for exceeding the override limit:
 - a. Review the reject code and fill the prescription based on the appropriate next fill date.
 - b. If an exception to the override limit is needed, contact the Medi-Cal Rx Customer Service Center (CSC) for assistance.
3. Refer to the following resources for additional information:
 - [Appendix A: Reject Code 88 DUR: Service Codes Scenarios](#)
 - [NCPDP Reject Code 88 DUR Reference Guide](#)

Contact Information

You can call the 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.