Medi-Cal Rx

Policy Update for Out-of-State and Out-of-Country Pharmacy Providers, Effective October 1, 2026

September 1, 2026

ARCHIVED

What Pharmacy Providers and Prescribers Need to Know

Medi-Cal Rx requires an approved prior authorization (PA) for coverage of all out-of-state services, except for emergency services as defined in *California Code of Regulations* (CCR), Title 22, Section 51056(c). Effective October 1, 2026, claims submitted with a date of service (DOS) on or after October 1, 2026, by a Medi-Cal enrolled out-of-state or out-of-country pharmacy provider for non-emergency services without an approved PA will deny with **Reject Code 584 – Service State/Province Code Not Supported** with the supplemental message "*PA required for non-emergency dispensing from Medi-Cal enrolled out-of-state/country pharmacy providers. For emergency services, contact Customer Service.*"

- **For emergency services, an approved PA is not required when the pharmacy provider submits the claim using Level of Service (LOS) value of 3 – Emergency, as appropriate.**
- **Claims submitted with a DOS prior to October 1, 2026, will continue to deny with Reject Code 40 – Pharmacy Not Contracted With Plan On Date Of Service.**

What Pharmacy Providers and Prescribers Need to Do

For Non-Emergency Services

Out-of-state or out-of-country pharmacy providers who are enrolled in Medi-Cal should submit a PA request to Medi-Cal Rx addressing why the prescription must be dispensed by the out-of-state or out-of-country pharmacy provider. The PA request should include the following information:

- The dispensing pharmacy provider's National Provider Identifier (NPI).
- Documentation explaining why the member cannot obtain the drug or product from an enrolled Medi-Cal pharmacy provider.
- Confirmation that the member does not have a sufficient supply and cannot access the medication before returning to California.
- Supporting documentation to establish medical necessity for the requested drug or product.

For Emergency Services

Out-of-state or out-of-country pharmacy providers who are enrolled in Medi-Cal should submit the claim using LOS value of 3 – Emergency to indicate it is an emergency claim. Medi-Cal Rx claim utilization management (UM) edits and PA request requirements may apply. If the claim denies for UM edits, submit a PA request establishing medical necessity.

Resources

For additional information on submitting a PA request to Medi-Cal Rx, refer to the following resources:

- *Prior Authorization Submission Reminders*
- *Five Ways to Submit a Prior Authorization Request*
- *Reminder: Establishing Medical Necessity*
- Medi-Cal Rx Pharmacy Locator Tool on the Medi-Cal Rx Web Portal

Contact Information

You can 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.

ARCHIVED