Medi-Cal Rx

Policy Update for Out-of-State and Out-of-Country Pharmacy Providers Has Been Reversed

October 5, 2026

What Pharmacy Providers and Prescribers Need to Know

Medi-Cal Rx recently implemented a policy change for out-of-state and out-of-country pharmacy providers effective October 1, 2026. **Medi-Cal Rx has decided to reverse this policy update to reduce disruption and ensure safe and timely delivery of pharmacy benefits.**

- » Medi-Cal Rx will provide advanced notice if a new implementation date is established.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers should resubmit claims with a date of service (DOS) on or after October 1, 2026, that denied with **Reject Code 584 – Service State/Province Code Not Supported**.

Pharmacy providers and prescribers should disregard the previously announced policy change for out-of-state and out-of-country pharmacy providers and continue to follow current Medi-Cal Rx policies and procedures.

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.