



Pharmacy Claims Denial Issue

January 3, 2022

Medi-Cal Rx has identified a Pharmacy claims denial related to beneficiary eligibility and is working to resolve the problem.

If you are a *pharmacy provider and received Reject Code 65*, please see below for next steps:

1. Verify beneficiary eligibility through the following:
 - a. Log in to Transaction Services via the Medi-Cal Web Portal at <https://www.medi-cal.ca.gov/mcwebpub/login.aspx?ReturnUrl=%2fCommon%2fMenu.aspx>. Refer to the following for available services: <https://files.medi-cal.ca.gov/pubsdoco/Services.aspx>.
 - b. A valid Provider Identification Number (PIN) is needed for access. The PIN is issued when providers enroll in Medi-Cal. In the instance when a provider does not remember their PIN, the Medi-Cal Telephone Service Center (TSC) technical help desk agents are authorized to release the existing PIN once caller validation protocols have been completed. The Medi-Cal TSC phone number is 1-800-541-5555; follow the prompts for the **Technical Help Desk**.
 - c. Look up the beneficiary and review the response.
2. If the beneficiary is eligible, retain a screenshot of the eligibility verification results as documentation for later use.
3. If the beneficiary is eligible and the drug is a covered Medi-Cal Rx benefit, please dispense medication and hold the claim for later submission once this issue has been resolved. You may check if a drug is a Medi-Cal Rx benefit by either of the following:
 - a. Drug Lookup Tool at <https://medi-calrx.dhcs.ca.gov/provider/drug-lookup/>.
 - b. Covered Products Lists at <https://medi-calrx.dhcs.ca.gov/provider/forms>.
4. Updates will be provided as more information becomes available. For the most current information and updates, visit <https://medi-calrx.dhcs.ca.gov>.