



Reject Code 73: Max Refill

January 19, 2022

Medi-Cal Rx has identified a large volume of pharmacy claim denials with **Reject Code 73: Max Refill**. As a result, Medi-Cal Rx suspended the "maximum of 12 refills per Rx" edit, which caused denials for claims billed without a new prescription number for drugs exceeding 12 refills.

A new prescription number for more than 12 refills is not required at this time. If you have received this denial, please resubmit your claims.

Additional Billing Tips

- Make sure the billed drug is a covered benefit on the [Medi-Cal Rx Contract Drugs List](#) (CDL) or in the [Drug Lookup Tool](#).
- Review the drug limitations and/or restrictions as listed in the [CDL](#) and the [Drug Lookup Tool](#) by searching for the appropriate drug's brand name or generic drug name. If the claim submitted does not meet the conditions specified in the CDL, providers must submit a prior authorization (PA) request.
- Review the *Dispensing Quantity Limitations* section in the [Medi-Cal Rx Provider Manual](#) for further information.

Contact Information

- Pharmacies can also contact the Medi-Cal Rx Customer Service Center at 1-800-977-2273. Agents are available to provide support 24 hours a day, 7 days a week, 365 days per year.