



Medical Supplies Update: Dexcom Therapeutic Continuous Glucose Monitors (CGM)

March 24, 2022

Medi-Cal Rx is currently working with CoverMyMeds® (CMM®) to correct a known issue regarding Dexcom G6 PA submissions via this method. At this time, we would recommend submitting a prior authorization (PA) via the Medi-Cal Rx Provider Portal, NCPDP P4, fax, or mail.

The *Medi-Cal Rx Provider Manual* includes additional resources and information in the *Diabetic Supplies – Therapeutic Continuous Glucose Monitoring (CGM) Systems* section. PA requirements may apply for claims submitted to Medi-Cal Rx in which CGMs are considered a noncovered service or denied by Medicare.

Please refer to the list of [Covered Therapeutic Continuous Glucose Monitoring \(CGM\) Systems](#) on the Medi-Cal Rx Web Portal for a listing of covered products.

To receive reimbursement, the 11-digit billing number National Drug Code (NDC) on each package (box) dispensed must be an exact match to a Medi-Cal Rx billing code on the list of [Covered Therapeutic Continuous Glucose Monitoring \(CGM\) Systems](#) and the Medi-Cal Rx billing code submitted on the pharmacy claim.

Note: Packages/kits cannot be broken. The entire package should be dispensed where the quantity billed equals the number of items in the package.

Contact Information

The Medi-Cal Rx Customer Service Center (CSC) can be contacted at 1-800-977-2273 and is available 24 hours a day, 7 days a week, 365 days per year.