



Reject Code 70: Product/Service Not Covered

March 18, 2022

Medi-Cal Rx has identified a large volume of pharmacy claims denials with **NCPDP Reject Code 70: Product/Service Not Covered**. Please review the following guidance to avoid this rejection.

Billing Tips for Reject Code 70

- The billed drug, medical supply item, or enteral nutrition product must have a National Drug Code (NDC) number/billing code. Enter the NDC number/billing code listed on the package for the drug on your claim.
- Verify that the NDC number/billing code is entered correctly.
- Confirm that the billed drug, medical supply item, or enteral nutrition product is a covered benefit on the [Medi-Cal Rx Contract Drugs List \(CDL\)](#), the [Medi-Cal Rx Approved NDC List](#), or one of the Medical Supplies or Enteral Nutrition covered lists of products.
- Review the drug limitations and/or restrictions as listed in the [Medi-Cal Rx CDL](#) by generic drug name.
- For a medical supply item or an enteral nutrition product, review coverage criteria in *Section 12.0 – Enteral Nutrition Products* or *Section 13.0 – Medical Supplies* of the [Medi-Cal Rx Provider Manual](#).

Helpful Links:

- [Covered Products List](#)
 - Click on the Covered Products List tab located in the left column.

Contact Information

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