



Medi-Cal Rx

Medi-Cal Rx Policy for Requesting Alternative Medical Supplies or Enteral Nutrition Products Due to Supply Shortages

April 15, 2022

The Department of Health Care Services (DHCS) is aware that instances of pharmacy supply chain issues pose challenges to Medi-Cal Rx providers and beneficiaries. The following information provides guidance on how providers can request alternative Medi-Cal Rx covered medical supplies or enteral nutrition products when the covered product is not available or only available in a limited or insufficient quantity.

What Providers Need to *Know* About Medical Supplies and Enteral Nutrition Products:

- Specific covered products are billed and provided through Medi-Cal Rx as pharmacy-billed benefits.
- Specific products are restricted to the [Covered Products Lists](#).
- For products on the [Covered Products Lists](#) and restricted to specific National Drug Code (NDC)/billing codes, a prior authorization (PA) request will **not** override a contracted NDC/billing code and will not allow a noncontracted product to be substituted.
- For more detailed information, please refer to the following:
 - [Forms & Information, Medi-Cal Rx Covered Products Lists](#)
 - [Medi-Cal Rx Provider Manual](#)
 - [Enteral Nutrition Update: Temporary Interchange of Equivalent Contracted Enteral Nutrition Products Due to Recent Formula Recall](#)

What Providers Need to *Do* to Request Alternative Medical Supplies and Enteral Nutrition Products:

- Providers who encounter out-of-stock products for covered benefits and specific to a Covered Products Lists or medical supplies category should immediately contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273. The CSC is available 24 hours a day, 7 days a week, 365 days per year.

- Provider should have the following information ready:
 - Product NDC/billing code
 - Product name
 - Product category (diabetic test strips, condoms, aerochambers, etc.)
 - Documentation, such as manufacturer documentation or a wholesaler/distributor invoice, demonstrating the product is unavailable from any other source and they have attempted to locate the product
 - Documentation of the alternative product the provider would like to use
 - Provider contact information, Rx number, National Provider Identifier (NPI) number, and beneficiary information

Magellan Medicaid Administration, Inc. (MMA) and DHCS will review the request and respond as soon as administratively possible.