Appendix A: Reject Code 88 DUR: Service Codes Scenarios

June 22, 2022

Pharmacy claims may be rejected or include one or more informational messages due to a [Drug Utilization Review (DUR)](#) alert. Medi-Cal Rx pharmacists will need to review the DUR alert to determine what action should be taken. If a rejection occurs, follow the steps in the *[NCPDP Reject Code 88 DUR Reference Guide](#)*. The rejected claim can be resolved at the pharmacy point of sale (POS) or via web claims submitted through the [Medi-Cal Rx Provider Portal](#). For additional information regarding web claims submission denial, refer to the *[Medi-Cal Rx Web Claims Submission User Guide](#)*.

> - **If the claim rejects for multiple Reason for Service Codes, each Service Code must be addressed independently. All DUR rejection alerts must be responded to via one claim. Any unresolved alerts will continue to reject. Informational message alerts do not have to be resolved for claim adjudication.**
>
> - **If you receive duplicate Reason for Service Codes, you are only required to address one Reason for Service Code (e.g., if you receive codes HD and HD, only resolve one code HD).**

Reason for Service Codes

The following table provides information as to what triggers rejections and informational messages for each DUR alert. Multiple alerts on a prescription are visible to the pharmacist and are prioritized by therapeutic problem type according to the hierarchy as listed in the following table.

DUR Alerts			
Reason for Service Code	Description	Reject or Informational Message	Scenarios
DA	Drug-Allergy Conflict	Informational Message	An informational message will be triggered when the prescribed medication interacts with allergies documented in the beneficiary's Medi-Cal Rx profile.
PG	Drug-Pregnancy Conflict	Reject	A reject will be triggered when the drug is generally contraindicated or not recommended for use during pregnancy.
MC	Drug-Disease Conflict	Informational Message	An informational message will be triggered when the drug on the submitted claim is contraindicated for use with a documented diagnosis on the beneficiary's Medi-Cal Rx profile.
DD	Drug-Drug Interaction	Reject	A reject will be triggered when the beneficiary has an active paid claim for more than one medication concurrently that interacts with each other.
TD	Therapeutic Duplication	Reject	A reject will be triggered when the beneficiary has an active paid claim for more than one medication concurrently with ingredients that share the same therapeutic or pharmacologic class.

DUR Alerts			
Reason for Service Code	**Description**	**Reject or Informational Message**	**Scenarios**
ER	Overutilization (Early Refill)	Reject	A reject will be triggered when a beneficiary has not exhausted their previous fill for the same drug (name, strength, and formulation) in which the requested refill interval is less than 75 percent, except for opioids which is 90 percent.
LR	Underutilization (Late Refill)	Informational Message	An informational message will be triggered when the beneficiary is refilling their prescription after the expected next fill date from the previous days supply of the historical claim.
AT	Additive Toxicity	Reject	A reject will be triggered when at least four different drugs overlap within the following therapeutic categories: opioid pain or cough medications, benzodiazepines, skeletal muscle relaxants, other sleep drugs and tranquilizers (non-benzodiazepine), antipsychotic medications, and other selected psychotropic medications with CNS-depressant properties.
ID	Ingredient Duplication	Reject	A reject will be triggered when the beneficiary has an active paid claim with the same ingredient as the drug on the submitted claim.

DUR Alerts			
Reason for Service Code	Description	Reject or Informational Message	Scenarios
PA	Drug-Age Alert	Reject (Pediatric)	A reject will be triggered when the medication submitted is not appropriate for the beneficiary's age.
		Informational Message (Geriatric)	An informational message will be triggered when the medication submitted is not appropriate for the beneficiary's age.
HD	High Dose	Reject	A reject will be triggered when the quantity and days supply of the incoming claim indicates a beneficiary's dose is higher than the recommended dose by the Food and Drug Administration (FDA).
LD	Low Dose	Informational Message	An informational message will be triggered when the quantity and days supply of the incoming claim indicates a beneficiary's dose is lower than the recommended dose by the FDA.

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

You can also submit questions via email to Medi-Cal Rx Education & Outreach at Medi-CalRxEducationOutreach@magellanhealth.com.