



Appendix A: Reject Code 88 DUR: Service Codes Scenarios

June 22, 2022; Updated December 11, 2024

Pharmacy claims may deny and/or include one or more informational messages due to a [Drug Use Review \(DUR\)](#) alert. Pharmacists 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. For example, if you receive Reason for Service Codes HD and HD, only resolve one Reason for Service 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	A reject with an informational message will be triggered when the prescribed medication interacts with allergies documented in the member's Medi-Cal Rx profile.

DUR Alerts			
Reason for Service Code	Description	Reject or Informational Message	Scenarios
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	A reject with an informational message will be triggered when the drug on the submitted claim is contraindicated for use with a documented diagnosis on the member's Medi-Cal Rx profile.
DD	Drug-Drug Interaction	Reject	A reject will be triggered when the member has an active paid claim for more than one medication that interact with each other.
TD	Therapeutic Duplication	Reject	A reject will be triggered when the member has an active paid claim for more than one medication with ingredients that share the same therapeutic or pharmacologic class.
ER	Overutilization (Early Refill)	Reject	A reject will be triggered when a member has not exhausted their previous fill for the same drug (name, strength, and formulation) in which the requested refill interval is less than 75%, except for opioids which is 90%.
LR	Underutilization (Late Refill)	Informational Message	A reject with an informational message will be triggered when the member is refilling their prescription after the expected next fill date from the previous days' supply of the historical claim.

DUR Alerts			
Reason for Service Code	Description	Reject or Informational Message	Scenarios
AT	Additive Toxicity	Reject	<p>A reject will be triggered when at least four different drugs overlap within the following therapeutic categories:</p> <ul style="list-style-type: none"> • Opioid pain or cough medications • Benzodiazepines • Skeletal muscle relaxants • Other sleep drugs and tranquilizers (non-benzodiazepine) • Antipsychotic medications • Other selected psychotropic medications with CNS-depressant properties
ID	Ingredient Duplication	Reject	A reject will be triggered when the member has an active paid claim with the same ingredient as the drug on the submitted claim.
PA	Drug-Age Alert	Reject (Pediatric)	A reject will be triggered when the medication submitted is not appropriate for the member's age.
		Informational Message (Geriatric)	A reject with an informational message will be triggered when the medication submitted is not appropriate for the member's age.
HD	High Dose	Reject	A reject will be triggered when the quantity and days' supply of the incoming claim indicates a member's dose is higher than the recommended dose by the U.S. Food and Drug Administration (FDA).
LD	Low Dose	Informational Message	A reject with an informational message will be triggered when the quantity and days' supply of the incoming claim indicates a member's dose is lower than the recommended dose by the FDA.

DUR Alerts			
Reason for Service Code	Description	Reject or Informational Message	Scenarios
TP	Payer/Processor Question	Reject	<p>A reject with an informational message will be triggered instructing pharmacy providers to respond to the specific scenario and resubmit the claim with this service code if appropriate.</p> <p>An example for the use of this service code is when enteral nutrition claims deny with Reject Code A6 for dual eligible (Medicare and Medi-Cal) beneficiaries in which feeding status will impact claim adjudication.</p>

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.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@primetherapeutics.com.