



Two-Week Reminder: Electronic Claims Agreement – Submission Deadline Extended to July 31, 2022

July 15, 2022

Pursuant to the alert published December 13, 2021 ([“Medi-Cal Rx Electronic Claims Agreement”](#)), the subsequent reminder alert ([“Deadline Reminder: Electronic Claims Agreement”](#)) published March 25, 2022, and the latest reminder alert ([“30-Day Reminder: Electronic Claims Agreement – Submission Deadline Extended to July 31, 2022”](#)) published July 1, 2022, all participating Medi-Cal Rx pharmacy providers and billers will need to submit a [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement Form](#) (DHCS 6500) to continue submitting electronic claims without interruption.

Note: The completed Application/Agreement must be received by July 31, 2022. If the completed Application/Agreement is not received by July 31, 2022, electronically submitted claims (via Point-of-Sale [POS] or web claims submitted through the Medi-Cal Rx Provider Portal) will be denied with the National Council for Prescription Drug Programs (NCPDP) *Reject Code 827 – Pharmacy Service Provider is Temporarily Suspended* until the completed Application/Agreement is received. Paper pharmacy claim forms will still be available for use (these will not receive NCPDP Reject Code 827).



- Pharmacy providers and billers will NOT be able to continue to submit electronic POS claims or web claims submitted through the Medi-Cal Rx Provider Portal without recertifying their agreement by July 31, 2022.
- If the pharmacy provider who fills out this form is not the biller, then the biller must also complete the appropriate sections of the form.

Instructions for Pharmacy Providers and Billers

1. Download and print the [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement Form](#) (DHCS 6500).
2. Complete the form in **blue ink** and verify that all information is correct.
3. Return the form with an original signature to the following address:

Medi-Cal Rx Customer Service Center

ATTN: Billing Agreement Processing

P.O. Box 610

Rancho Cordova, CA 95741-0610

Note: The completed application must be received by July 31, 2022.

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.