



Enteral Nutrition: Powder Dispensed in Packets, Billing Units Reminder

September 27, 2022

This alert is a reminder for enteral nutrition products supplied in packets (Unit of Measure: Each [EA]). Providers should calculate the grams needed to meet the beneficiary's nutrition needs for a 31-day supply and submit a quantity as close to the required total grams and that is divisible to the package size. Rounding up does not include rounding up to six packs or full cases of product. To avoid underpayment, providers should be aware of and bill appropriate amounts based on the grams per packet.

Refer to the Medi-Cal Rx [List of Covered Enteral Nutrition Products](#) for specific packet-covered products. The product-specific criteria for the packet products have been updated to notify providers to bill claims in correct amounts.

Product addition or inclusion on the [List of Covered Enteral Nutrition Products](#) does not guarantee supply nor individual specific coverage. Products deleted from the [List of Covered Enteral Nutrition Products](#) will no longer be reimbursable, even with an approved prior authorization (PA), on or after the effective date of deletion. The Maximum Acquisition Cost (MAC) for these products is no longer guaranteed.

Medi-Cal Rx beneficiaries who were denied enteral nutrition products and who believe the denial was in error may ask for a state hearing by contacting the California Department of Social Services, State Hearings Division.

P.O. Box 944243, MS 21-37

Sacramento, CA 94244-2430

Toll Free: 1-800-743-8525 or 1-855-795-0634

Fax: 1-833-281-0905

Medi-Cal Rx beneficiaries who are members of a Medi-Cal Managed Care Plan (MCP) can contact their individual plan directly for possible coverage, billed as a medical benefit on a *CMS-1500* medical claim form. Each MCP determines enteral nutrition coverage outside of Medi-Cal Rx since enteral nutrition is a partial carve-out Medi-Cal Rx benefit.

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@magellanhealth.com.