



Medical Supplies: Correction to Limitations for Contraceptive Supply

November 3, 2022

What Providers Need to Know

The contraceptive supply for female/internal condoms is subject to quantity limitations of 2 claims per 90 days with a minimum quantity of 3 and a maximum quantity of 12. However, from January 1, 2022 to August 11, 2022, claims were rejecting for female/internal condoms regardless of quantity submitted due to a systems billing issue. Medi-Cal Rx resolved this discrepancy on August 12, 2022, and has taken measures to reimburse these claims appropriately based on current policy restrictions.

What Providers Need to Do

Providers who were unsuccessful in processing claims for female/internal condoms with a date of service from January 1, 2022 to August 11, 2022, due to National Council for Prescription Drug Programs (NCPDP) 76 (quantity) rejection should resubmit their claims at this time. Providers are encouraged to call the Medi-Cal Rx Customer Service Center (CSC) if they encounter any issues when resubmitting such claims.

Contact Information

You can call the Medi-Cal Rx 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.