Prior Authorization Required: Reject Code 75 Reminder

November 4, 2022

What Providers Need to Know

The purpose of this notice is to remind providers of the policy originally published on January 26, 2022, concerning **Reject Code 75** and use of the "**55555**" override code to indicate evidence of a prior valid prior authorization (PA) or paid claim for new claim submission.

Per the January 26 alert, Medi-Cal Rx had identified a large volume of pharmacy claim denials that were expected to be adjudicated under the Medi-Cal Rx 180-day transition policy. These claims were adjudicated as "new start" and denied with **Reject Code 75 (Prior Authorization [PA] Required)**. A temporary override code ("55555") was established for documented cases of ongoing therapy, to which providers could attest at the Point of Service (POS) and resubmit the claim.

Per policy, pharmacy providers can use the override code when:

- There is documentation of an approved PA or paid claim, provided under either managed care or fee-for-service Medi-Cal, within the past 15 months; and
- The claim is for a covered service.
  Note: The "55555" override code will <u>not</u> work for a non-covered service.

Providers should be aware that the Department of Health Care Services (DHCS) Audit & Investigations Division monitors for program integrity and may review claims data for potential issues. Any claims identified as misusing the "55555" override may be subject to corrective action including, but not limited to, recoupment.

What Providers Need to Do

For claims denied with Reject Code 75, for which the pharmacy provider has evidence that the beneficiary, while covered by Medi-Cal, has a valid approved PA and/or a prior paid claim in their system, the claim can be resubmitted with a Medi-Cal Rx with a value of "55555" in the Prior Authorization Number Submitted field (462-EV). The basis for the attestation should be documented and is subject to audit.

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.