

Age Restrictions on Psychotropics System Issue

January 20, 2023

Summary

On January 17, 2023, Medi-Cal Rx announced that all age restriction edits have been removed for all psychotropics listed in the alert [Update on Age Restrictions of Psychotropics](#). Medi-Cal Rx has identified a system issue impacting age restrictions on psychotropics, and pharmacy providers may receive rejections in error while processing these claims at this time. Once this issue is resolved, an alert will be posted to inform pharmacy providers.



- If an unexpected NCPDP Reject Code is received, Medi-Cal Rx is asking that pharmacy providers hold submission of these impacted claims until this system issue is resolved. *Some rejects may still be appropriate.*
- Medi-Cal Rx encourages pharmacy providers to proceed with dispensing the medication to beneficiaries.

What Pharmacy Providers Need to Do

Pharmacy providers should review the rejection and the beneficiary’s age when submitting claims for psychotropics, assess the rejections for potential errors, and consider the following actions:

NCPDP Reject Codes & Resolution	
NCPDP Reject Code	Resolution
60: Product/Service Not Covered for Patient Age	Psychotropics should no longer deny for this reject code. If received in error, hold claim submission until further notice from Medi-Cal Rx.

NCPDP Reject Codes & Resolution	
NCPDP Reject Code	Resolution
75: Prior Authorization Required	<p>If a claim denies for Reject Code 75 and there is evidence the beneficiary has a valid approved prior authorization (PA) and/or a prior paid claim in your system, a value of 5555 in the Prior Authorization Number Submitted field (462-EV) can be submitted. Claims submitted with 5555 are subject to audit.</p> <p>Note: A PA may still be required for drugs within psychotropic drug classes if other coverage restrictions apply.</p>
70: Product/Service Not Covered	<ul style="list-style-type: none"> • Ensure the billed drug is a covered benefit on the Medi-Cal Rx Contract Drugs List (CDL). • Review drug limitations and/or restrictions as listed in the CDL by generic drug name. • Confirm the NDC is on the Medi-Cal Rx Approved NDC List. • After completing these steps and confirming the drug is a covered product and the NDC is reimbursable by Medi-Cal Rx, hold the claim submission until further notice from Medi-Cal Rx.

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.