



Age Restrictions on Psychotropics – System Issue Resolved

January 25, 2023

What Pharmacy Providers Need to Know

On January 20, 2023, Medi-Cal Rx announced a system issue in the alert [Age Restrictions on Psychotropics System Issue](#).

Medi-Cal Rx has resolved the system issue and all age restriction edits for psychotropics have been removed. Pharmacy providers will no longer receive rejections in error while processing these claims.

What Pharmacy Providers Need to Do

If pharmacy providers dispensed the psychotropic medication, received NCPDP Reject Code 60, 70, or 75 in error, and held the claim due to this system issue, pharmacy providers should resubmit the claim to Medi-Cal Rx for reimbursement. Claims erroneously rejected due to the age restriction system error will now process. Rejections due to other claim edits will remain in place.

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.