NCPDP Reject Code 83 – Duplicate Paid/Captured Claim

January 24, 2023; Rev. February 14, 2023

("NCPDP Reject Code 83 – Paid/Captured Claim" updated to "NCPDP Reject Code 83 – **Duplicate** Paid/Captured Claim" on February 14, 2023.)

What Pharmacy Providers Need to Know

NCPDP Reject Code 83 – Duplicate Paid/Captured Claim occurs when more than one claim is submitted for the same beneficiary, drug, and date of service (DOS) in which the first claim paid and the second claim is captured as a duplicate transaction.

What Pharmacy Providers Need to Do

1. Identify the claim has denied for Reject Code 83.
2. Review the beneficiary dispensing history to determine if the claim is a duplicate request.
3. Contact the Medi-Cal Rx Customer Service Center (CSC) for assistance when:
   a. It cannot be determined if the claim is a true duplicate, and the pharmacy provider needs to know at which pharmacy the last claim was billed and resulted in a paid claim; **OR**
   b. It can be determined that the claim is not a true duplication * but is medically necessary, and it is to be filled for the same DOS as the previous paid claim; **OR**
   c. The claim is a duplication but is medically necessary and must be filled for the same DOS.

* Examples of claims where it is not considered a true duplication include:

- Same drug but multiple package sizes to meet the prescribed quantity.
- Same drug but different strengths to meet the prescribed strength.

- Same enteral nutrition product but multiple flavors required to achieve the prescribed quantity to not exceed a 31-day supply.
- Same blood factor product but additional doses required for treatment of active bleed.

Note: Requests for an administrative override of claims rejecting with Reject Code 83 will be reviewed for medical necessity.

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.