



Boostrix™ Claims System Issue

February 13, 2023

What Pharmacy Providers Need to Know

On February 7, 2023, Medi-Cal Rx identified a claim processing issue related to Boostrix™ (Diphtheria/Pertussis/Tetanus) Vaccine, pre-filled syringes NDC 58160084252 and NDC 58160084234. Between the dates of January 20, 2023, and February 7, 2023, pharmacy providers may have received an erroneous reject message of **NCPDP Reject Code 75 – Prior Authorization Required** when submitting claims to Medi-Cal Rx. This system issue has been resolved and claims are no longer rejecting with Reject Code 75.

Note: This vaccine is included on the [Medi-Cal Rx Contract Drug List](#) and is considered a covered benefit:

- Medi-Cal beneficiary is 19 years of age or older.
- Use of this vaccine must be based on the guidelines published by the Centers for Disease Control and Prevention (CDC).

What Pharmacy Providers Need to Do

If a pharmacy provider submitted a claim for Boostrix syringes between the dates of January 20, 2023, and February 7, 2023, and the claim was denied with a **NCPDP Reject Code 75 – Prior Authorization Required**, the pharmacy provider should resubmit the claim to Medi-Cal Rx for reimbursement.

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.