



Enteral Nutrition Update: Changes to the Published Enteral Nutrition Policy in the Medi-Cal Rx Provider Manual, Effective April 1, 2023

March 1, 2023

The *Enteral Nutrition* section in the [Medi-Cal Rx Provider Manual](#) has been updated on the [Medi-Cal Rx Web Portal](#). These changes are effective on and after April 1, 2023.

If a Medi-Cal Rx prior authorization (PA) request was denied for enteral nutrition products and the beneficiary believes the denial was in error, the beneficiary may ask for a state hearing by contacting the California Department of Social Services, State Hearings Division, at the following address:

P.O. Box 944243, MS 21-37
Sacramento, CA 94244-2430
Toll Free: 1-800-743-8525 or 1-855-795-0634
Fax: 1-833-281-0905

Medi-Cal Rx beneficiaries who are members of a Medi-Cal Managed Care Plan (MCP) can contact their individual plan directly for possible coverage, billed as a medical benefit on a *CMS-1500* medical claim form. Each Medi-Cal MCP determines enteral nutrition coverage outside of Medi-Cal Rx since enteral nutrition is a partial carve out Medi-Cal Rx benefit.

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.