



Update: NCPDP Reject Code 76: Continuous Glucose Monitoring (CGM) Supplies

April 21, 2023; Updated May 2, 2023

Update: Effective May 2, 2023, pharmacy claims for Continuous Glucose Monitoring (CGM) sensors and transmitters will allow for fills to be processed when 75 percent of the prior claim is utilized. Medi-Cal Rx has resolved the issue as noted below and published a new alert titled [Refill of Continuous Glucose Monitoring \(CGM\) Supplies](#) with new policy guidance.

Note: Providers should follow the direction in the new alert.

For historical purposes, the text below reflects information published on April 21, 2023, prior to the remediation.

Background

Medi-Cal Rx has received reports of pharmacy claims for Continuous Glucose Monitoring (CGM) sensors and transmitters being denied with **NCPDP Reject Code 76 – Plan Limitations Exceeded**. The purpose of this alert is to notify pharmacy providers and prescribers of this issue and provide instruction to resolve these types of rejections when the fill is appropriate.

What Pharmacy Providers and Prescribers Need to Know

Some fill claims for CGM sensors and transmitters are currently denying for Reject Code 76 when the claim is processed earlier than the maximum day period or exceeds maximum quantity, as mentioned in the product specific restrictions found in the [List of Covered Continuous Glucose Monitoring \(CGM\) Systems](#).

What Pharmacy Providers and Prescribers Need to Do

If a fill for CGM sensors and transmitters is required before the maximum day period has lapsed, pharmacy providers and prescribers may take one of two actions:

- Submit a prior authorization (PA) that provides clinical justification as to why a fill is needed sooner than the maximum 30-day or 90-day period:
 - For PA requests, Medi-Cal Rx will ensure that within 24 hours, the Medi-Cal provider will receive notice of approval, deferral, modification (Change in Therapy), or denial, as directed by the Department of Health Care Services (DHCS).
 - See [Reminder: Establishing Medical Necessity](#).
- Dispense an Emergency Fill:
 - Electronically billed emergency fills are limited to up to fourteen (14) days supply and a limit of two (2) fills in a 30-day period for the same drug and dose.
 - Emergency fill for thirty (30) days supply may be applicable if the package is unbreakable. See [Revised Emergency Fill Quantity Limit and Frequency Policy](#) for information on unbreakable packages.
 - For point of sale (POS) processing of emergency fills, use the **Level of Service 3** field to indicate it is an emergency claim.

Note: DHCS is committed to reimbursing providers for claims processing for emergency fills.
 - Emergency fills will be subject to audits, and providers are required to retain documentation of the emergency circumstances for audit purposes.

For additional information, refer to the *Emergency Refills* section in the [Medi-Cal Rx Provider Manual](#).

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.