



Emergency Fill for Unbreakable Packages

May 24, 2023

Background

The purpose of this alert is to notify pharmacy providers of the temporary use of Submission Clarification Code (SCC) 65 for an Emergency Fill of an unbreakable package that exceeds a 14-day supply. Pharmacy providers will be informed when the temporary use of SCC = 65 is no longer necessary.

Note: For point-of-sale (POS) processing of Emergency Fills, use the Level of Service field = 3 to indicate it is an emergency claim.

What Pharmacy Providers and Prescribers Need to Know

The following POS message will be returned when submitting a claim for an Emergency Fill of an unbreakable package that exceeds a 14-day supply: *"Pharmacist certification of emergency service: For Emergency Fill for an unbreakable package covering more than a 14-day supply submit submission clarification code (SCC) = 65."*

What Pharmacy Providers and Prescribers Need to Do

To submit a claim for an Emergency Fill for an unbreakable package covering more than a 14-day supply, pharmacy providers should submit SCC = 65 to attest and acknowledge that the prescription exceeds a 14-day supply.

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.