

# Refill of Continuous Glucose Monitoring (CGM) Supplies

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May 2, 2023

## What Pharmacy Providers and Prescribers Need to Know

The purpose of this alert is to notify providers of the refill policy for Continuous Glucose Monitoring (CGM) Supplies. Effective May 2, 2023, Medi-Cal Rx has modified the system to allow CGM devices, transmitters, and sensors to be filled prior to the maximum day period as mentioned in the [List of Covered Continuous Glucose Monitoring \(CGM\) Systems](#).

Claims for these products can now be processed after normal fill quantities and days supply are met. This is effective for claims submitted on and after October 1, 2022.



Claims for CGM products, when processed before normal fill quantities and days supply are met, will deny for the appropriate NCPDP Reject Code based on coverage limitations.

**Note:** Medi-Cal Rx has published an update to the communication titled [Update: NCPDP Reject Code 76: Continuous Glucose Monitoring \(CGM\) Supplies](#).

## What Pharmacy Providers and Prescribers Need to Do

For CGM claims submitted between April 7, 2023 and May 2, 2023 that denied with **Reject Code 76 – Plan Limitations Exceeded**, the provider should resubmit the claim for processing. The reprocessed claim must meet the 75 percent utilization of the prior claims, or a Reject Code 76 will occur.

## 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](mailto:MediCalRxEducationOutreach@magellanhealth.com).