



# Remittance Advice (RA): Amount Billed/Total Claim Charge Amount Content Update

August 11, 2023

## What Pharmacy Providers Need to Know

On September 12, 2023, the contents of a field on the Medi-Cal Rx Remittance Advice (RA) will change to include the NCPDP-recommended Gross Amount Due (NCPDP 430-DU) from the submitted claim, rather than the Usual & Customary Charge (NCPDP 426-DQ) amount from the submitted claim. No field names or formats are changing on the RA. The *Medi-Cal Rx Provider Manual* will be updated to reflect this information on September 1, 2023.

RAs delivered before the Medi-Cal Rx September 12, 2023 payment release date contain the Usual & Customary Charge (NCPDP 426-DQ) amount from the submitted claim.

To view the content change in the Paper RA, refer to the **Amount Billed** column. See *Figure 1*.

REMITTANCE ADVICE				DHCS		
Medi-Cal RX(FI)						
Administered By						
PO Box 610						
Rancho Cordova, CA 95741-0610						
Anal Code	Drug Name	Refill	Qty	Amount Billed	Amount Allowed	A De
		00	100	\$659.59	\$34.87	

Figure 1: Paper RA – Amount Billed Column

To view the content change in the HIPAA 835 Electronic Data Interchange (EDI) RA, refer to the **CLP03 – Total Claim Charge Amount** segment in the Claim Payment (CLP) Information Loop section. See *Figure 2*.

Claim Payment Information Loop	
CLP	Claim payment Information
CLP01	Patient Control Number
CLP02	Claim Status Code
CLP03	Total Claim Charge Amount




Figure 2: HIPAA 835 EDI RA Companion Guide – CLP03 Total Claim Charge Amount Segment

## What Pharmacy Providers Need to Do

Pharmacy providers should be aware of the changes to their RAs to ensure proper and accurate reimbursement. Reviewing RA documents carefully can ensure accurate and timely reimbursement. Refer to the following resources for additional information:

- [Remittance Advice \(RA\) Frequently Asked Questions \(FAQs\)](#)
- [Medi-Cal Rx Provider Manual](#)
- [Medi-Cal Rx Finance Portal Job Aid](#)

For questions regarding RA documentation, pharmacy providers can contact the Medi-Cal Rx Finance Portal Support Team via the following methods:

- Send an email to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com).
- Call the Medi-Cal Rx Customer Service Finance Portal Support Team at 1-800-977-2273, select **Option 2**, enter your NPI, and then select **Option 2** for Checkwrite.

## 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).