



Medi-Cal Rx

Reminder: Emergency Fill Policy

July 2, 2025

What Pharmacy Providers Need to Know

Medi-Cal Rx wants to remind pharmacy providers that dispensing a 14-day emergency supply of all products that are Medi-Cal Rx benefits for which delays in access to therapy due to utilization management (UM) claim edits would withhold a medically necessary service is permitted electronically and via paper claim.

Emergency claims will be limited to a 14-day supply and a limit of two fills in a 30-day period for the same product and dose. Claims must be submitted at point of sale (POS) using the Level of Service (LOS) value of '3 – Emergency' to indicate it is an emergency claim (refer to the [Medi-Cal Rx Billing Tips](#) for additional information).

» **Emergency Fills are subject to audits. Pharmacy providers are required to retain documentation of the emergency circumstances for audit purposes.**

What Pharmacy Providers Need to Do

To support member access to therapy, pharmacy providers should take the following actions:

- Review current Emergency Fill policies and procedures.
- Utilize the Emergency Fill policy for emergent situations when appropriate.
- Submit a prior authorization (PA) request establishing medical necessity for coverage consideration.

For more information about the Emergency Fill policy, refer to the *Emergency Fills* section in the [Medi-Cal Rx Provider Manual](#). For more information about establishing medical necessity, refer to the alert titled [Reminder: Establishing Medical Necessity](#), which was last updated on June 3, 2025.

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@primetherapeutics.com.