

# Enteral Nutrition Shortages

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September 22, 2023

## Background

On September 7, 2023, Abbott Nutrition announced the continuation of enteral nutrition product shortages. The purpose of this alert is to remind pharmacy providers and prescribers what actions can be taken for members who may be impacted by these shortages.

The enteral nutrition coverage policy was temporarily updated in the *Product Interchangeability* section of the [Medi-Cal Rx Provider Manual](#) allowing substitutions of contracted enteral nutrition products without the need for a new prior authorization (PA). As a result, this policy will continue and allow for interchangeability among contracted enteral nutrition products which are therapeutically equivalent. Interchange between non-therapeutically equivalent products will require a submission of a PA. For example, specialized diabetic products are interchangeable, but a specialized diabetic product is not interchangeable with a specialized hepatic product.



**Prescription requirements remain unchanged. Pharmacy providers and prescribers must meet all prescription requirements, as previously mentioned, when interchanging products.**

## What Pharmacy Providers and Prescribers Need to Know


To qualify for interchangeability, the following criteria applies and must be documented, either physically or electronically, in the member's file:

- The substituted product must be a contracted enteral nutrition product on the [List of Contracted Enteral Nutrition Products](#) published on the [Medi-Cal Rx Web Portal](#).
- The substituted product must be in the same category and must have the same published product use as the original product (refer to the manufacturer's website for specific

details). Refer to the *Enteral Nutrition Products* section of the [Medi-Cal Rx Provider Manual](#) for more detailed coverage information.

- The substituted product must be the same kcal/gram, milliliter, or each as the original product. The product substituted must have the same product-specific criteria as the original product. Refer to the [List of Contracted Enteral Nutrition Products](#) for product-specific criteria.
- The pharmacy provider must document:
  - The substitution necessity; and
  - The date of the substitution; and
  - The original Rx number for the original product is now unavailable; and
  - The number of refills remaining on the prescription.

Once the prescription is filled with the substituted product, the pharmacy provider will notify the prescriber that a substitution has been made due to a lack of available formula due to shortages or recalls. This notification will inform the prescriber of the updated product currently being administered to the member and allow the prescriber to review, evaluate, and order a change to the enteral nutrition therapy if desired.



- **Claims submitted for the same date of service (DOS) for additional flavors of the enteral nutrition product will deny with Reject Code 83 – Duplicate Paid/Captured Claim.**
- For assistance, refer to the alert titled [NCPDP Reject Code 83 – Duplicate Paid/Captured Claim](#).

## Affected Products List

For a list of affected enteral nutrition products, view the [Abbott Inventory Update: Nutrition Products](#).

## Resources

The following additional resources are available regarding enteral nutrition substitutions:

- [Medi-Cal Rx Provider Manual](#)
- [Enteral Nutrition Update: Temporary Interchange of Equivalent Contracted Enteral Nutrition Products Due to Recent Formula Recall](#)
- [Medi-Cal Rx Policy for Requesting Alternative Medical Supplies or Enteral Nutrition Products Due to Supply Shortages](#)
- [Enteral Nutrition Updates: Interchange of Equivalent Contracted Enteral Nutrition Product and Specialty Infant Authorization Term Limit](#)
- [List of Contracted Enteral Nutrition Products](#)
- [Medi-Cal Rx Billing Tips](#)
- [NCPDP Reject Code 83 – Duplicate Paid/Captured Claim](#)

## 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).