



State of Emergency Override Activation: Submission Clarification Code 13

September 8, 2023

Background

The purpose of this alert is to notify pharmacy providers and prescribers that, pursuant to the Governor's recent Proclamation of State of Emergency, due to ongoing fires, Medi-Cal Rx is permitting emergency overrides on pharmacy claims for members residing in impacted Del Norte and Siskiyou counties. These overrides will be accepted for 31 days, effective for dates of service (DOS) August 29, 2023 – September 29, 2023.

What Pharmacy Providers and Prescribers Need to Know

This emergency override will allow applicable claim submissions to bypass certain edits by utilizing the Submission Clarification Code (SCC) of 13. An SCC of 13 will indicate a Payer Recognized – Emergency/Disaster Assistance Request.

Impacted Counties Eligible for Emergency Override (Utilizing SCC 13 *)	
Del Norte	Siskiyou

* SCC 13 overrides may be applied to pharmacy claims as needed for members residing within impacted counties and will be administered based upon members' county of residence.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers serving members residing within impacted counties who are requesting an emergency override due to the State of Emergency should enter SCC 13 when submitting claims under the following circumstances:

- **Resolution for displaced persons or medications:**
 - Reject Code 88 – Early refill, ingredient duplication, therapeutic duplication, etc.
 - Reject Code 83 – Duplicate fill
 - Reject Code 76 – Quantity over time and frequency of dispensing limits

- **Resolution for potential issues with newly prescribed medications in addition to the edits listed above:**
 - Reject Code 60 – Age limit
 - Reject Code 61 – Gender limit
 - Reject Code 75 – Prior authorization (PA) required



- SCC 13: By submitting SCC 13 on the claim, the pharmacy provider is attesting that the prescription and refill supply is dispensed in response to the natural disaster situation related to the recent Proclamations of State of Emergency due to ongoing fires.
- Drug Use Review (DUR) Reject Code 88: Pharmacy providers maintain their ability to override early refill (Reject Code 88 – DUR Reject Error) at point of sale (POS) if medically necessary. See the following resources for additional information.

Resources

- California Proclamations of State of Emergency:
 - [Del Norte County](#)
 - [Siskiyou County](#)
- [NCPDP Payer Specification Sheet](#)
- [Medi-Cal Rx Billing Tips](#)
- [NCPDP Emergency Preparedness Guidance](#)
- Reject Code 88 information:
 - [Now Active – Reinstatement of Reject Code 88](#)
 - [NCPDP Reject Code 88 DUR Reference Guide](#)
 - [Appendix A: Reject Code 88 DUR: Service Codes Scenarios](#)

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.