



Medi-Cal Rx

# How to Resolve Reject Code 76 – Plan Limitations Exceeded

October 2, 2023

## Background

The purpose of this alert is to assist providers in resolving Reject Code 76. On September 13, 2023, the [30-Day Countdown: Phase IV, Lift 3: Reinstatement of Reject Code 76: Plan Limitations Exceeded](#) alert announced the reinstatement of **Reject Code 76 – Plan Limitations Exceeded**.

## What Pharmacy Providers and Prescribers Need to Know

Beginning October 13, 2023, claims will be subject to the edit for Reject Code 76. Many of these Quantity Limits (QLs) are outlined in the lists located on the [Contract Drugs & Covered Products Lists](#) page. Claims will also be subject to QLs based on U.S. Food and Drug Administration (FDA)-approved or medically accepted maximum daily doses and length of therapy of a particular dose to ensure safe and effective medication use.

QLs may be administered as a quantity over time or a maximum daily dose. Quantity over time is based on dosing guidelines over a rolling time period. Maximum daily dose (maximum quantity per day) is based on maximum number of units of the drug allowed per day. Refer to the specific manufacturer's prescribing information for additional details.

## What Pharmacy Providers and Prescribers Need to Do

To resolve Reject Code 76, pharmacy providers and prescribers should:

1. Consult the following resources:
  - [Contract Drugs Lists & Covered Products Lists](#) page on the [Medi-Cal Rx Web Portal](#)
  - Specific manufacturer's prescribing information
  - FDA-approved dosing
2. If resubmission of the claim to meet QLs is not appropriate, a prior authorization (PA) is required for coverage consideration. Point-of-sale (POS) overrides are not available.
3. When applicable, submit a PA request via one of the five approved Medi-Cal Rx PA submission methods:
  - [CoverMyMeds®](#)
  - [Medi-Cal Rx Secured Provider Portal](#)
  - NCPDP P4 Transaction
  - Fax
  - U.S. Mail

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