



Medi-Cal Rx

# Reminder: Reject Code 76

## Point-of-Sale Messaging

October 25, 2023

### Background

The purpose of this alert is to remind pharmacy providers to review the point-of-sale (POS) reject code messaging for allowable quantity limits (QL) for claims that deny with **Reject Code 76 – Plan Limitations Exceeded**.

### What Pharmacy Providers Need to Know

On October 13, 2023, Reject Code 76 was reinstated as part of Phase IV, Lift 3 (P4/L3) for new start claims for all ages and refill claims for members 22 years of age and older. Reject Code 76 messaging informs providers of quantity limitations for maximum days' supply and quantity days' supply.

### What Pharmacy Providers Need to Do

When a claim rejects with Reject Code 76, providers should:

- Review reject messaging for QL for maximum days' supply and quantity per day.
- Resubmit the claim to meet the QL restriction.
- Submit a prior authorization (PA) request if the established quantity limitations are not appropriate for that member.
- Refer to the alert titled [How to Resolve Reject Code 76 – Plan Limitations Exceeded](#) for additional information about resolving Reject Code 76 rejections.

### 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).