



Medi-Cal Rx

Activation of Reject Code 16 – Medi-Cal Rx Program Integrity Update

December 5, 2023

Background

Medi-Cal Rx will be implementing the following program integrity update beginning January 5, 2024:

- Activation of **Reject Code 16 – M/I Prescription/Service Reference Number**

Activation of Reject Code 16

Beginning January 5, 2024, utilization management (UM) claim edit Reject Code 16 will be applied to all claims for members of all ages.

What Pharmacy Providers Need to Know

Claims will deny with Reject Code 16 when a single pharmacy provider submits additional claim(s) using the same prescription number and/or fill number already used on a claim that paid within the past 365 days.

What Pharmacy Providers Need to Do

If a pharmacy provider submits a claim that denies with Reject Code 16, the following steps can be taken to resolve the issue:

- Verify prescription information for the following:
 - Member information
 - Rx number
 - Fill number
- If the claim is for a refill (same member, same prescription number, and same product), resubmit the claim with a new fill number.
- If the claim is for a different member or different product, resubmit the claim with a new prescription number.

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.