



Medi-Cal Rx

Updates to the Medi-Cal Rx Provider Manual

December 1, 2023

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#) version 13.0.

Updates

Section	Update Description	Effective Date
<i>Section 2.1.4 – Provider Guidelines: Billing Compliance</i>	<ul style="list-style-type: none">Added language, "Pursuant to <i>California Code of Regulations (CCR)</i>, Title 22, Section 51172, if a prescription has not been received by the member or the member's representative within 15 days of the fill date, the pharmacy must reverse the claim and refund the payment to DHCS."	December 1, 2023
<i>Section 2.1.4.1 – Medi-Cal Provider Fraud, Waste and Abuse</i>	<ul style="list-style-type: none">Updated contact information for the avenues of communicating compliance concerns and suspected FWA to Medi-Cal Rx.	December 1, 2023
<i>Section 3.6 – Medi-Cal Rx Web Portal</i>	<ul style="list-style-type: none">Updated title of a list to read, "<i>List of Contracted Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices.</i>"Updated title of a list to read, "<i>List of Contracted Pen Needles.</i>"	December 1, 2023
<i>Section 3.6.1.1 – Unsecured Provider Portal</i>	<ul style="list-style-type: none">Updated title of a list to read, "<i>Contracted Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices.</i>"Updated title of a list to read, "<i>Contracted Pen Needles.</i>"	December 1, 2023

Section	Update Description	Effective Date
<i>Section 4.2.1 – Supported Transaction Types</i>	<ul style="list-style-type: none"> Added language to the Claim Reversal bullet, “Pursuant to <i>California Code of Regulations</i> (CCR), Title 22, Section 51172, if a prescription has not been received by the member or the member’s representative within 15 days of the fill date, the pharmacy must reverse the claim and refund the payment to DHCS.” 	December 1, 2023
<i>Section 13.2 – Diabetic Supplies – Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices</i>	<ul style="list-style-type: none"> Updated title of a list to read, “<i>Contracted Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices.</i>” 	December 1, 2023
<i>Section 13.3 – Diabetic Supplies – Disposable Insulin Delivery Devices</i>	<ul style="list-style-type: none"> Removed the word “calibrated” in the bullet of documented frequency of regular use of a CGM system. 	December 1, 2023
<i>Section 13.4 – Diabetic Supplies – Continuous Glucose Monitoring (CGM) Systems</i>	<ul style="list-style-type: none"> Added language regarding CGM prior authorization (PA) request bundling. 	December 1, 2023
<i>Section 17.5 – Commercial COVID-19 Vaccines</i>	<ul style="list-style-type: none"> Added language that the commercial COVID-19 vaccines are a covered Medi-Cal Rx benefit for members 3 years of age and older. 	December 1, 2023

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.