



Medi-Cal Rx

State of Emergency Override Activation: Submission Clarification Code 13

February 8, 2024

Background

The purpose of this alert is to notify pharmacy providers and prescribers that, pursuant to the Governor's recent [Proclamation of a State of Emergency](#), due to severe winter storms and flooding in Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, and Ventura counties, Medi-Cal Rx is permitting emergency overrides on pharmacy claims for members residing in the impacted counties. These overrides will be accepted for 31 days, effective for dates of service (DOS) February 4, 2024 – March 5, 2024; however, the Department of Health Care Services (DHCS) may extend this duration if needed.

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 *)	
Los Angeles	Orange
Riverside	San Bernardino
San Diego	San Luis Obispo
Santa Barbara	Ventura

* SCC 13 overrides may be applied to pharmacy claims as needed for members residing within the impacted counties and will be administered based upon the member's residence ZIP code.

What Pharmacy Providers Need to Do

Pharmacy providers serving members residing within the 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 and frequency of dispensing limits
 - Reject Code 606 – Labeler restriction

- **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) request 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 *Proclamation of a State of Emergency* due to ongoing winter storms.
- » Drug Use Review (DUR) Reject Code 88: Pharmacy providers maintain their ability to override early refill (DUR Reject Code 88 – DUR Reject Error) at point of sale (POS) if medically necessary. Refer to the following resources for additional information.

Resources

- California Proclamation of State of Emergency:
 - [February 2024 Storms](#)
- [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@primetherapeutics.com.