



# Updates to the Medi-Cal Rx Provider Manual

February 1, 2024

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#) version 15.0.

## Updates

Section	Update Description	Effective Date
<i>Section 3.3.3.1 – Paper RA Example</i>	<ul style="list-style-type: none"><li>• Updated mentions of “remittance advice” to “RA.”</li><li>• Added “(\$)” to the following RA Field names: Amount Billed, Amount Allowed, Amount Deducted, and Amount Paid.</li><li>• Revised references to figure numbers.</li></ul>	February 1, 2024
<i>Section 3.3.3.2 – RA Samples (NEW!)</i>	<ul style="list-style-type: none"><li>• Restructured pre-existing language to preface RA screenshots.</li><li>• Provided descriptions for sample RA screenshots.</li><li>• Updated screenshot images.</li></ul>	February 1, 2024
<i>Section 3.3.3.3 – Dollar Sign Notation on RA (NEW!)</i>	<ul style="list-style-type: none"><li>• Added language regarding the dollar sign (\$) symbol change on RAs.</li></ul>	February 1, 2024
<i>Section 15.8 – Physician Administered Drugs (PADs)</i>	<ul style="list-style-type: none"><li>• Added detailed language regarding PADs.</li></ul>	February 1, 2024
<i>Section 15.8.1 – Coverage (NEW!)</i>	<ul style="list-style-type: none"><li>• Added language regarding coverage for PADs.</li></ul>	February 1, 2024

Section	Update Description	Effective Date
<i>Section 15.8.2 – Reject Code 816 (NEW!)</i>	<ul style="list-style-type: none"> <li>Added language regarding <b>Reject Code 816 – Pharmacy Benefit Exclusion, May Be Covered Under Patient’s Medical Benefit.</b></li> <li>Listed prior authorization (PA) request requirements for PADs that deny with Reject Code 816 for certain situations that may warrant an exception, and so coverage may be considered.</li> </ul>	February 1, 2024
<i>Section 15.8.3 – MCP Obligation (NEW!)</i>	<ul style="list-style-type: none"> <li>Added language regarding PADs always remaining a medical benefit and specifying that managed care plans (MCPs) should not deny such claims.</li> </ul>	February 1, 2024

## 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).