



Medi-Cal Rx

Pharmacy Claim Mass Adjustments: New Resources

March 28, 2024

Background

Beginning in March 2024, Medi-Cal Rx will start processing pharmacy claim mass adjustments for pharmacy claims that require reprocessing to reflect the Department of Health Care Services (DHCS) policies. Each pharmacy claim mass adjustment initiative will be announced via an alert published on the [Bulletins & News](#) page of the [Medi-Cal Rx Web Portal](#) prior to commencement of the adjustment.

What Pharmacy Providers Need to Know

On March 29, 2024, Medi-Cal Rx will add a new Mass Adjustment tab on the Medi-Cal Rx Web Portal. This new resource tab will host informational notifications about each mass adjustment initiative. Notifications will provide applicable details such as the time period of impacted claims, the impacted NDCs, and the reason for the adjustment, and will also describe the remittance advice (RA) information for each mass adjustment initiative. Users will be able to access this tab by navigating to the [Forms & Information](#) page on the [Medi-Cal Rx Provider Portal](#), then selecting the **Mass Adjustment** tab.

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.