



Updates to Paper Checks and Remittance Advices

March 27, 2024

Background

The purpose of this alert is to notify pharmacy providers of the upcoming format changes to Medi-Cal Rx paper checks and remittance advices (RAs). Planned changes will not impact the content of the information provided or when pharmacy providers receive their check and/or RA.

What Pharmacy Providers Need to Know

Effective March 22, 2024, Medi-Cal Rx paper checks and RAs will be mailed from Pennsylvania instead of Missouri. This does **not** impact when pharmacy providers receive their check and/or RA.

There are also changes to the appearance of Medi-Cal Rx paper checks and RAs, including:

- Font will be changed on checks and coversheets from Arial or Courier to Helvetica.
- Barcode will be replaced with a two-dimensional (2D) barcode. Refer to *Figure 1* and *Figure 2*.



Figure 1: Original Barcode



Figure 2: New 2D Barcode

- Name and address in the envelope window display will be shifted to accommodate the 2D barcode.
- RA margins will be increased, and the content will be scaled at 95 percent to accommodate the 2D barcode. This will not impact the information provided.

- » No action is required of pharmacy providers.
- » Medi-Cal Rx Electronic Data Interchange (EDI) 835 files are not impacted by this update.
- » The RA PDFs available on the Medi-Cal Rx Finance Portal provided before the March 22, 2024 Medi-Cal Rx payment release date remain unchanged.

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 questions regarding checks and/or RAs, pharmacy providers can contact the Medi-Cal Rx Finance Portal Support Team via the following methods:

- Send an email to MediCalRxFinancePortalSupport@primetherapeutics.com.
- Call the Medi-Cal Rx Customer Service Finance Portal Support Team at 1-800-977-2273, select **Option 2**, enter your NPI, and then select **Option 3** for Checkwrite.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@primetherapeutics.com.