



Updates to the Medi-Cal Rx Provider Manual

April 1, 2024

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#) version 17.0.

Updates

Section	Update Description	Effective Date
<i>Section 15.7.1 – Emergency Dispensing of 14-Day Supply</i>	<ul style="list-style-type: none">• Refined previous language and added language that a pharmacist shall self-certify the emergency existed in accordance with <i>California Code of Regulations (CCR), Title 22, Section 51056(c)</i>.• Added language stating that emergency fills will be subject to audits and providers are required to retain documentation of the emergency circumstances for audit purposes.	April 1, 2024
<i>Section 15.14 – Compound Processing</i>	<ul style="list-style-type: none">• Added “batch file submission” and “web claim submission” as compound claims submission options.	April 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 MediCalRxEducationOutreach@primetherapeutics.com.