



Medi-Cal Rx

Updates to Continuous Glucose Monitoring and Disposable Insulin Delivery Devices Quantity Limits, Effective June 7, 2024

May 23, 2024

Effective June 7, 2024, the Quantity Limits (QLs) for Medi-Cal Rx contracted continuous glucose monitoring (CGM) sensors and disposable insulin delivery devices (DIDDs) have been updated to change from a 30-day and 90-day limitation to a quantity per day limitation. These changes will reduce override requirements by providers and improve access for members.

These changes are reflected in the updated [List of Contracted Continuous Glucose Monitoring \(CGM\) Systems](#), the [List of Covered Disposable Insulin Delivery Devices](#), and within the *Diabetic Supplies – Disposable Insulin Delivery Devices* and *Diabetic Supplies – CGM Systems* sections in the [Medi-Cal Rx Provider Manual](#) on the [Medi-Cal Rx Web Portal](#).

Note: A prior authorization (PA) request is always required for coverage; quantity and frequency limits apply.

Contractors have guaranteed that Medi-Cal Rx providers may purchase, upon request, for dispensing to eligible Medi-Cal Rx members, covered products at or below the Maximum Acquisition Cost (MAC). Providers can locate MAC price suppliers by calling manufacturer phone numbers referenced in the *Lists* on the [Contract Drugs & Covered Products Lists](#) page on the [Medi-Cal Rx Web Portal](#).

Medi-Cal Rx members denied coverage of a requested Medi-Cal Rx product have the right to a fair hearing. A state hearing may be requested by contacting the California Department of Social Services, State Hearings Division, at the following address:

[State Hearings](#)

P.O. Box 944243, MS 21-37
Sacramento, CA 94244-2430

Toll Free: 1-800-743-8525 or 1-855-795-0634

Fax: 1-833-281-0905

Medi-Cal Rx members have the right and are encouraged to consult their primary care provider or prescriber to determine if an appropriate substitute product is available and covered by Medi-Cal Rx.

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.