



Billing Tips for Diabetic Test Strips and Lancets and Dual Eligible Beneficiaries

June 5, 2024

Background

The purpose of this alert is to provide guidance on how to address dual eligible Medicare and Medi-Cal beneficiary claims denying with **Reject Code 76 – Plan Limitations Exceeded** for diabetic test strips and/or lancets exceeding the maximum quantity per day limit.

What Pharmacy Providers Need to Know

On April 30, 2024, the Medi-Cal Rx system was updated to capture recent insulin use from Medi-Cal Rx historical claims data. Insulin use history is used to determine the quantity limit (QL) restrictions for diabetic test strips and lancets. Refer to the alert titled [Diabetic Test Strips and Lancets: Updates to the Code I Diagnosis and Quantity Limit Restrictions](#) for additional information. For dual eligible beneficiaries whose claim data history is not in the Medi-Cal Rx system, coordination of benefit (COB) claims submitted to Medi-Cal Rx will currently deny with Reject Code 76 when the QL of one per day is exceeded.

What Pharmacy Providers Need to Do

Pharmacy providers should complete the following steps:

1. Submit the COB claim to Medicare Part B with Medi-Cal Rx as the secondary payer utilizing the appropriate other coverage codes (OCCs). Refer to the [Medi-Cal Rx Billing Tips](#) for information about submitting COB claims to Medicare Part B and Medi-Cal Rx.
2. When the claim denies with Reject Code 76 for exceeding the QL of one per day of each product type, pharmacy providers should do one of the following:
 - a. Contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 for override consideration; **OR**
 - b. Submit a prior authorization (PA) request to Medi-Cal Rx. Review the alert titled [Prior Authorization Submission Reminders](#).

Contact Information

You can call the 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.