



Updates to the Medi-Cal Rx Provider Manual

June 1, 2024

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#) version 19.0.

Updates

Section	Update Description	Effective Date
<i>Section 13.3 – Diabetic Supplies – Disposable Insulin Delivery Devices</i>	<ul style="list-style-type: none">Updated language regarding billing, initial authorization, and reauthorization requirements.	June 1, 2024
<i>Section 13.4 – Diabetic Supplies – CGM Systems</i>	<ul style="list-style-type: none">Updated language regarding prior authorization (PA) request submissions, initial authorization, and reauthorization requirements.	June 1, 2024
<i>Section 13.5 – Personal Home Blood Pressure Monitoring Devices and Blood Pressure Cuffs</i>	<ul style="list-style-type: none">Added language regarding prescription requirements.Updated language regarding billing requirements.Added language regarding non-covered products.	June 1, 2024
<i>Section 15.1.3 – Controlled Substance Policy</i>	<ul style="list-style-type: none">Updated language regarding utilization limits for controlled drug products.Added a table displaying max day supply, quantity limit, and refill threshold of controlled substances.	June 1, 2024
<i>Section 15.1.4 – Opioid Limitations (NEW!)</i>	<ul style="list-style-type: none">Added language regarding opioid limitations.	June 1, 2024
<i>Section 15.1.5 – Benzodiazepine Limitations</i>	<ul style="list-style-type: none">Section formerly numbered 15.1.4, now 15.1.5.Expanded language regarding benzodiazepine limitations.	June 1, 2024

Section	Update Description	Effective Date
<i>Section 15.1.6 – Buprenorphine Limitations (NEW!)</i>	<ul style="list-style-type: none"> Added language regarding claims submitted for buprenorphine products. 	June 1, 2024
<i>Section 20.4 – How to Report FWA</i>	<ul style="list-style-type: none"> Updated the phone number for Prime Therapeutics’ Special Investigations Unit (SIU) Fraud, Waste, and Abuse (FWA) Hotline. Removed the fax number. Added language regarding anonymous reporting. 	June 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.