



Medi-Cal Rx

# Mass Adjustment for Impacted Blood Factor Claims with a Date of Service October 1, 2021, through December 31, 2021

August 16, 2024

## Background

The purpose of this alert is to inform pharmacy providers that Medi-Cal Rx initiated a mass adjustment related to the blood factor hemophilia product Eloctate® for claims with a date of service (DOS) on or after October 1, 2021, through December 31, 2021.

## What Pharmacy Providers Need to Know

Medi-Cal Rx identified a claims processing issue affecting a select number of claims with a DOS on or after October 1, 2021, through December 31, 2021, for the blood factor hemophilia product Eloctate with NDCs 71104080101, 71104080201, 71104080401, 71104080501, 71104080601, 71104080701, 71104080801, and 71104080901. Medi-Cal Rx updated the average sales price (ASP) for these NDCs on October 25, 2022, to correctly calculate reimbursement for blood factor claims per the Department of Health Care Services' (DHCS) policy.

Medi-Cal Rx has identified the impacted net paid claims and will be adjusting these claims on behalf of pharmacy providers which may result in an amount owed to you, an amount you owe DHCS, or no net change to the amount you were already reimbursed. Medi-Cal Rx will complete the claim adjustments in stages over the next several months.

Adjustments have been made for some of the impacted claims with a DOS on or after October 1, 2021, through December 31, 2021, and will appear on the August 30, 2024, remittance advice (RA). Adjustments for the remaining claims with a DOS October 1, 2021, through December 31, 2021, will be processed by Medi-Cal Rx at a later date and a separate alert will be provided when that adjustment commences.

## What Pharmacy Providers Need to Do

No action is required by pharmacy providers at this time.

Adjustments for the impacted claims with a DOS on or after October 1, 2021, through December 31, 2021, will appear on the August 30, 2024 RA. On the RA, impacted pharmacy providers will see a reversal of the original claim and a new claim processed (same member, Rx number, DOS, NDC, etc.) to reflect the adjustment.

For more information about this and other mass adjustment activities, refer to the [Mass Adjustments](#) page located on the [Medi-Cal Rx Provider Portal](#). For additional assistance, pharmacy providers may send a secured email to [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com) and include, if appropriate, any claim-specific information with the correspondence.

## Contact Information

If you have any questions regarding the mass adjustment, 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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).