



Updates to the Medi-Cal Rx Provider Manual

September 1, 2024

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#) version 22.0.

Updates

| Section | Update Description | Effective Date |
|--|--|-------------------|
| <i>Section 2.1.4.1 – Medi-Cal Provider Fraud, Waste, and Abuse</i> | <ul style="list-style-type: none">Updated hotline phone number and hours of operation in the “Prime Therapeutics Special Investigations Unit (SIU)” row. | September 1, 2024 |
| <i>Section 15.1.2 – Medical Supplies Dispensing Quantity Limitations</i> | <ul style="list-style-type: none">Updated the limitations description for “Syringes, Insulin U-500” row. | September 1, 2024 |
| <i>Appendix B – Directory</i> | <ul style="list-style-type: none">Updated contact number and hours of operation in the “Prime Therapeutics Special Investigations Unit (SIU) Pharmacy FWA Hotline” row.Updated contact number and hours of operation in the “Compliance” row. | September 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 at MediCalRxEducationOutreach@primetherapeutics.com.