Activation of Reject Code 16 – Medi-Cal Rx Program Integrity Update

October 23, 2024

ARCHIVED

Background

The purpose of this alert is to notify pharmacy providers that Medi-Cal Rx will be implementing the following program integrity update beginning November 6, 2024:

- Activation of **Reject Code 16 – M/I Prescription/Service Reference Number**

What Pharmacy Providers Need to Know

Beginning November 6, 2024, utilization management (UM) claim edit Reject Code 16 will be applied to all claims for members of all ages. Claims will deny with Reject Code 16 when a single pharmacy provider submits additional claim(s) using the same prescription number and/or fill number already used on a claim that paid within the past 365 days.

What Pharmacy Providers Need to Do

Beginning November 6, 2024, if a pharmacy provider submits a claim that denies with Reject Code 16, they should complete the following actions:

1. Verify prescription information for the following:
   - Member information
   - Rx number
   - Fill number
2. If the claim is for a refill (same member, same prescription number, and same drug/product), resubmit the claim with a new fill number.
3. If the claim is for a different member or different drug/product, resubmit the claim with a new prescription number.

Resources

- *Claim Submission Reminders*
- *Medi-Cal Rx Provider Manual*
- *Medi-Cal Rx Billing Tips*

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.

ARCHIVED