Medi-Cal Rx

State of Emergency Override Activation: Submission Clarification Code 13

October 4, 2024

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Background

The purpose of this alert is to notify pharmacy providers that, pursuant to the Governor's recent *Proclamation of a State of Emergency* due to damage from the Boyles Fire, Medi-Cal Rx is permitting emergency overrides on pharmacy claims for members residing in Lake County. These overrides will be accepted effective for dates of service (DOS) September 29, 2024, through October 30, 2024; however, the Department of Health Care Services (DHCS) may extend this duration if needed.

What Pharmacy Providers Need to Know

This emergency override will allow applicable claim submissions to bypass certain edits by utilizing the Submission Clarification Code (SCC) of 13. An SCC of 13 will indicate a Payer-Recognized Emergency/Disaster Assistance Request.

What Pharmacy Providers Need to Do

Pharmacy providers serving members residing within Lake County based on ZIP code, and who are requesting an emergency override due to the State of Emergency, should enter SCC 13 when submitting claims under the following circumstances:

- Reject Code 76 – Plan Limitations Exceeded
- Reject Code 80 – Diagnosis Restriction
- Reject Code 83 – Duplicate Paid/Captured Claim
- Reject Code 88 – DUR Reject Error (such as, early refill, ingredient duplication, therapeutic duplication, etc.)
- Reject Code 606 – Brand Drug/Specific Labeler Code Required
- Reject Code 60 – Product/Service Not Covered for Patient Age
- Reject Code 61 – Product/Service Not Covered for Patient Gender
- Reject Code 75 – Prior Authorization Required

- **SCC 13: By submitting SCC 13 on the claim, the pharmacy provider is attesting that the prescription and refill supply is dispensed in response to the natural disaster situation related to the recent *Proclamation of a State of Emergency* due to the Boyles Fire.**
- **Reject Code 88: Pharmacy providers maintain their ability to override an early refill at point of sale (POS) if medically necessary.**

Resources

- California Proclamation of State of Emergency:
  - Boyles Fire
- *NCPDP Payer Specification Sheet*
- *Medi-Cal Rx Billing Tips*
- *NCPDP Emergency Preparedness Guidance*
- Reject Code 88 Information:
  - *Now Active – Reinstatement of Reject Code 88*
  - *NCPDP Reject Code 88 DUR Reference Guide*
  - *Appendix A: Reject Code 88 DUR: Service Codes Scenarios*

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.

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