



Medi-Cal Rx

Deactivation of Reject Code 16 – M/I Prescription/Service Reference Number

January 22, 2025

Background

The purpose of this alert is to inform pharmacy providers that utilization management (UM) claim edit **Reject Code 16 – M/I Prescription/Service Reference Number** has been deactivated as of January 22, 2025.

What Pharmacy Providers Need to Know

On October 23, 2024, Medi-Cal Rx published an alert titled [Activation of Reject Code 16 – Medi-Cal Rx Program Integrity Update](#), informing pharmacy providers that Medi-Cal Rx activated Reject Code 16 for all claims for members of all ages on November 6, 2024.

Based on stakeholder feedback and to reduce disruption to pharmacy providers, Medi-Cal Rx has **deactivated Reject Code 16** and will continue to closely monitor for program integrity, effective January 22, 2025.

What Pharmacy Providers Need to Do

If appropriate, pharmacy providers should resubmit claims that previously received a Reject Code 16.

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.