



Medi-Cal Rx

Reminder: Populate Usual & Customary Charge Field When Submitting a Claim

February 5, 2025

Background

The purpose of this alert is to remind pharmacy providers to populate all required fields, including the Usual & Customary Charge field, when submitting a pharmacy claim. The [Payment Methodology for Covered Outpatient Drugs](#) section in [California's State Plan Amendment \(SPA\) 23-0043](#) defines "usual and customary charge" as the regular rates that providers charge both Medi-Cal members and other paying patients for the services furnished to them.

What Pharmacy Providers Need to Do

- Populate all required fields including the Usual & Customary Charge field when submitting a pharmacy claim.
- Refer to the [NCPDP Payer Specification Sheet](#) and the [Medi-Cal Rx Provider Manual](#) for additional information regarding fields required for claim submission.
 - **Note:** Failure to correctly and completely fill out all necessary fields may result in denials when submitting claims and may also result in Medi-Cal Rx needing to perform a future mass claims adjustment.

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.