



Medi-Cal Rx

# State of Emergency Override Extension: Los Angeles and Ventura Counties

February 6, 2025

## Background

The purpose of this alert is to notify pharmacy providers that, pursuant to the Governor's January 7, 2025, [Proclamation of a State of Emergency](#) due to damage from the Palisades Fire, Medi-Cal Rx is permitting emergency overrides on pharmacy claims for members residing in Los Angeles and Ventura Counties. **The use of this override has been extended and will be accepted for dates of service (DOS) January 7, 2025, through March 10, 2025; however, the Department of Health Care Services (DHCS) may extend this duration if needed.**

## What Pharmacy Providers Need to Know

This emergency override allows 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. For additional details, refer to the alert titled [State of Emergency Override Activation: Submission Clarification Code 13](#), dated January 10, 2025.

- » 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 Palisades Fire.
- » Reject Code 88: Pharmacy providers maintain their ability to override early refill at point of sale (POS) if medically necessary.

## Resources

- California Proclamation of State of Emergency:
  - [Palisades Fire](#)
- [NCPDP Payer Specification Sheet](#)
- [Medi-Cal Rx Billing Tips](#)
- [NCPDP Emergency Preparedness Guidance](#)
- Reject Code 88 Information:
  - [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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).