



# Updates to the Medi-Cal Rx Provider Manual

May 1, 2025

The updates/additions below have been made to the [Medi-Cal Rx Provider Manual](#).

## Updates

Section	Update Description	Effective Date
<i>Section 13.2 – Diabetic Supplies – Disposable Insulin Delivery Devices</i>	<ul style="list-style-type: none"><li>Added language regarding documentation of Hemoglobin A1c (HbA1c) levels when submitting initial prior authorization (PA) requests.</li><li>Updated reauthorization requirement of HbA1c testing and documentation to at least every 12 months.</li><li>Removed reauthorization requirement, <i>"Has documented frequency of glucose self-testing an average of at least four times daily or regular use of a CGM system."</i></li></ul>	May 1, 2025
<i>Section 22.0 – Discontinued Product NDCs (NEW!)</i>	<ul style="list-style-type: none"><li>Added language regarding resubmission of claims when <b>Reject Code 77 – Discontinued Product/Service ID Number</b> is received.</li></ul>	May 1, 2025

## 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).