



Now Active: Changes to Remittance Advice

August 8, 2025

What Pharmacy Providers Need to Know

Effective today, Medi-Cal Rx has implemented changes to Medi-Cal Rx paper remittance advices (RAs) and the HIPAA-compliant 835 Electronic Data Interchange (EDI) electronic RAs (ERAs), as announced in the alert titled [Coming Soon: Upcoming Changes to Remittance Advice](#).

- » There is no change as to how pharmacy providers receive and access their RAs.
- » Reversed pharmacy claims that were originally adjudicated prior to July 18, 2025, will continue to reflect the information provided at the time of submission.
- » RAs provided prior to August 8, 2025, will not be regenerated to reflect these changes.

What Pharmacy Providers Need to Do

Pharmacy providers should be aware of the changes to their RAs to ensure proper and accurate reimbursement by completing the following tasks and reviewing the following resources:

- Review RA documents to reconcile records with the pharmacy claims that have been adjudicated (paid, reversed, or denied) by Medi-Cal Rx during a given time frame, as outlined in the *Checkwrite Schedule* section in the [Medi-Cal Rx Provider Manual](#).
 - Access and download Medi-Cal Rx ERAs or a PDF version of the Medi-Cal Rx paper RA by logging into [Medi-Cal Rx Secured Provider Portal](#) and navigating to the Finance Portal.
 - View the ERA using your preferred application or the free [Medicare Remit Easy Print \(MREP\)](#) software tool. The MREP tool can be downloaded from the [Forms & Information](#) page on the [Medi-Cal Rx Provider Portal](#).
 - Medi-Cal Rx paper RAs will continue to be delivered via mail.
- Consult the [Medi-Cal Rx NCPDP Payer Specification Sheet](#) and the [Medi-Cal Rx Provider Manual](#) for additional information regarding fields required for pharmacy claim submission.
- Consult the [Medi-Cal Rx Provider Manual](#) for additional information regarding RAs.
- Refer to the alert titled [Now Active: NCPDP Field 426-DQ Usual and Customary Charge Requirement](#) for more information about the U&C requirement.
- Refer to the [Remittance Advice \(RA\) – Frequently Asked Questions \(FAQs\)](#) for additional information regarding RAs.
- Refer to the [Mass Adjustments](#) page on the [Medi-Cal Rx Provider Portal](#) for MA notification descriptions.

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.