

PROVIDER Bulletin



KERN HEALTH
SYSTEMS

September 14, 2023

UPDATED

Medi-Cal Rx: How to Resolve Claim Reject Code 78: Exceeds Cost Maximum

Dear Provider,

The Department of Health Care Services (DHCS) has issued guidance on how to resolve and edit which blocks the claim for exceeding a certain dollar amount. Starting September 22, 2023, DHCS will implement various cost thresholds for various types of drug categories. They are also providing steps to take in the various scenarios.

A link to the bulletin on the resolution of Claim Reject Code 78 may be found here:

https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2023.09_A_Reject_Code_78_Cost_Exceeds_Maximum.pdf

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

For any questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Melissa McGuire
Deputy Director of Provider Network
Kern Health Systems