

PROVIDER Bulletin



KERN HEALTH
SYSTEMS

December 5, 2023

UPDATED

Medi-Cal: Activation of Reject Code 16 – Medi-Cal Rx Program Integrity Update

Dear Provider,

The Department of Health Care Services (DHCS) published a bulletin informing the activation of Reject Code 16 – M/I Prescription/Service Reference Number beginning January 5, 2024. The bulletin outlines what pharmacies need to know and how to resolve.

A link to the bulletin describing the activation of Reject Code 16 may be found here:

https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2023.12_A_Activation_Reject_Code_16_Program_Integrity_Update.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