



# PROVIDER *bulletin*

January 6, 2022

Dear Pharmacy:

The transfer of pharmacy services processing from KFHC to MCRx has occurred. DHCS has identified some issues and have provided guidance on resolving them.

- Long wait times at the call Customer Service Center. DHCS has acknowledged the wait times have been lengthy. They have brought on more resources to address the calls. On the Stakeholder call on Wednesday, DHCS said this should not be an issue going forward.
- Error 65. This edit is coming back regarding eligibility issues. Please see the following link on the solution. [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.01\\_A\\_Pharmacy\\_Claims\\_Denial\\_Issue.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.01_A_Pharmacy_Claims_Denial_Issue.pdf)
- Error 76. This is a generic edit that is currently indicating: refill too soon, or exceeding maximum allowed, or expired drug, others. DHCS is working with Magellan to provide more specific language to the actual rejection reason.

KFHC has no more insight on how to resolve, nor the authority override or solve these issues. If having problems after attempting this fix, please contact MCRx for further assistance at 1-800-977-2273. Escalated issues should be forwarded to the Clinical Liaison at MCRx.

More information regarding the MCRx program can be found at the MCRx website, <https://medi-calrx.dhcs.ca.gov/home/>. KHS has posted valuable information received from the DHCS on the KHS website regarding the transition. Please visit [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com).

We appreciate your cooperation as we work together through this transition. We want to thank you again for the valuable service you provide to our members. If you have any questions, please contact your Provider Relations Representative.

Sincerely,  
Bruce Wearda, R.Ph.  
Director of Pharmacy