

PROVIDER Bulletin



KERN HEALTH
SYSTEMS

November 2, 2023

UPDATED

Medi-Cal: Policy Update: Use of “Inner” and “Outer” NDCs for Claim Submission

Dear Provider,

The Department of Health Care Services (DHCS) published a bulletin outlining the steps how to submit claims when there is a different NDC number for ‘inner’ packaging and ‘outer’ packaging.

A link to the bulletin detailing the way to resolve reject code 85 for a mismatch of NDCs for the package dispensed may be found here:

https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2023.11_A_Policy_Update_Inner_Outer_NDCs_Claim_Submission.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