



**This update applies to:**

**State:**

California

**Line of business:**

Medi-Cal

**County:**

Los Angeles

**PHARMACY INQUIRIES ONLY:**

**Caremark Claims Processing**

Medi-Cal

1-800-600-0180

\*For optimal service, this telephone number is for pharmacy use only.

**MEMBER INQUIRIES:**

Refer all member inquiries to the appropriate Customer Service phone number listed on their ID card.

## Natural Disaster Emergency Override Code for Medi-Cal Los Angeles County (CVS Caremark Pharmacy Network Only)

Health Net will allow pharmacies to submit an override code for members who are evacuated, relocated or otherwise affected by a declared natural disaster or state of emergency.

The override will allow members to receive early refills of their prescription drugs that may have been lost, damaged or left behind, or cannot be located due to the disaster.

NCPDP Field	Submission Clarification Code (SCC)	Situation	Description	Allowances
420-DK	SCC 13	Natural Disaster/ Emergency	Emergency supply of medication lost, missing or cannot be located	Up to a 30-day supply
325-CP	Patient's ZIP / Postal Code of address from which patient was displaced.			

Pharmacies that fill prescriptions for Health Net Medi-Cal members in Los Angeles County do not need to call to get a manual override if the early refill request is due to a State emergency or natural disaster. If the pharmacy submits a claim with SCC 13, the claim will approve. Generally, if members must leave their homes due to disaster or public emergency, Health Net will allow members to obtain their drugs from an out-of-network pharmacy.

Members may be required to pay full cost of the drug at an out-of-network pharmacy and submit the claim with their original pharmacy receipt for reimbursement. In this situation, members are encouraged to contact Member Services (the phone number is on member's plan identification card) to determine if a network pharmacy is nearby.

**Note:** This code works only if your pharmacy participates in CVS Caremark's Care Choice Pharmacy network. **By submitting the override code, the pharmacy attests that the member meets the criteria.** If determined later during an audit that the member did not meet the criteria, claim payment will be reversed in full.

**QUESTIONS**

Please call our Pharmacy Service Center at 1-800-867-6564 for additional information.

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