

Project Details

Medicare Part B TPPC 22345 - Continuous Glucose Monitors & Supplies

Priority : Standard

Project Type : To Know

Assigned To : Pharmacy Team - Pharmacy

Project Date : 10/07/2025 - 11/07/2025

Creator : Michael Carriere

Department Name : Third Party Finance

Project Length : 32 day(s)

Status : Launched

Updated By : -

Notes

The Beat:

Medicare covers continuous glucose monitors (CGM) as [durable medical equipment under Part B](#). For a beneficiary to obtain CGM products under Medicare Part B, they must meet specific conditions.

There are various edits in place to ensure CGM Reader/Receivers and their supplies are being billed correctly. These edits differ based on whether a Reader/Receiver is being attempted, Sensors & Transmitters are being attempted, and/or whether a beneficiary has previously filled CGM products at CVS under Medicare Part B. Please see below for the various edits separated by type of product or if related to validation requirement, and the reasoning for the rejection and pathway to resolution. These edits will include:

For Readers/Receivers

- GJ | Same Item Dispensed Rejection

For Sensors & Transmitters

- AG | Day Supply Limitation Rejection
- E7 | Invalid Quantity Rejection
- 73 | Additional Fills Not Covered Rejection

For Validation

- 2X | Medical Outreach Required Rejection
- UO2 | Invalid Medical Records Received Rejection

Continuous Glucose Monitor Readers/Receivers

Medicare Part B Reasonable Useful Lifetime Policy (RUL)

Medicare only permits patients to receive one Blood Glucose Reader OR Continuous Glucose Monitor once every 5 years. A patient may receive a Blood Glucose Reader or a Continuous Glucose Monitor. However, they are not eligible to receive both within the same 5-year period. This policy is known as the "5-year rule" or, formally, as the Reasonable Useful Lifetime (RUL).

If CVS' vendor, XiFin, has information on file indicating a patient has already received a same/similar item within the last 5 years the **GJ rejection** will be returned.

GJ Rejection

Primary Messaging	Additional Messaging
Records indicate same item dispensed within the last 5 years.	If patient believes records are incorrect, call CVS Help Desk. If a replacement meter is needed call OmniSYS at 877-664-2234.

Rejection Reason: CVS' vendor, XiFin, has information on file indicating the patient has already received a Blood Glucose Monitor or Continuous Glucose Monitor within the last 5 years.

Rejection Resolution: Patient is ineligible to receive another Blood Glucose Monitor or Continuous Glucose Monitor. *Determine if either of the below scenarios apply*

- If the patient indicates they have not received a glucose monitor from Medicare Part B within the last 5 years, contact the CVS Help Desk at **866-528-7272** for assistance.
- If the patient indicates they need a replacement meter due to a lost, stolen or damaged meter. A [Replacement DME Form](#) must be filled out and faxed to XiFin with a copy of the prescription. Caller should then contact XiFin at **800-806-7320** to assist with script processing.

Continuous Glucose Supplies: Sensors & Transmitters

Medicare Part B CGM Policy Overview

All CGM supplies (CGM Transmitters & Sensors) must be billed as a monthly supply bundle, rather than billing for individual CGM supplies. The supply bundle covers all CGM products the patient would need during the supply period. CGM Supply

Bundles may only be billed once every 30 or 90 days. Medicare does not allow CGM supplies to be refilled early.

CVS Dispensing Policy & Requirements

- **Billing Frequency:** CVS only dispenses 30-day CGM Supply Bundles. CVS does not dispense 90-day supply bundles. The **AG Rejection** will return if a day supply other than 30 is attempted.
- **Early Refills:** Per Medicare Policy, CVS does not allow early refills on CGM supplies. Early fills (before 30 days) result in Medicare claim denial. *The only exception is for lost/damaged sensors or transmitters; however, this also results in nonpayment.*
- **Dispensing Requirement:** To comply with Medicare policy, Pharmacies must dispense enough CGM supplies to last the full 30-day supply period, as outlined in the below table. Failure to dispense in this manner will result in the **E7 Rejection**.

CGM Sensor Description	Dispense QTY	Dispense DS
Dexcom G6 Sensor – <i>each sensor 10 days</i>	3	30
Dexcom G7 Sensor – <i>each sensor 10 days</i>	3	30
Freestyle Libre 14 Day Sensor – <i>each sensor 14 days</i>	3	30
Freestyle Libre 2 Sensor – <i>each sensor 14 days</i>	3	30
Freestyle Libre 3 Sensor – <i>each sensor 14 days</i>	3	30
Freestyle Libre 2 Plus Sensor – <i>each sensor 15 days</i>	2	30
Freestyle Libre 2 Plus Sensor – <i>each sensor 15 days</i>	2	30

Contact the CVS Help Desk at **866-528-7272** if:

- A patient has a damaged, defective, or lost CGM supply and does not have enough product to last until their next fill date.
- Please Note: The **73 Rejection** will be returned for patients who repeatedly require early fills due to lost/damaged sensors.

AG Rejection

Primary Messaging	Additional Messaging
Days Supply limitation For Product/Service	Day Supply Authorized is 30

Rejection Reason: The submitted day supply is not 30

Rejection Resolution: Reprocess as a 30-day supply

E7 Rejection

Primary Messaging
Invalid Quantity. For [Product] provide QTY of [#] for 30 day supply.

Rejection Reason: Quantity of product processed will not last the patient the full 30-day supply period

Rejection Resolution: Dispense enough product to last the patient the full 30-days. *The correct quantity is returned in the rejection messaging. You may also reference the chart provided in this document*

73 Rejection – Early Refills

Primary Messaging	Additional Messaging
Additional Fills Are Not Covered	Medicare has denied multiple prior fills in the last year due to patient obtaining overlapping CGM supplies. If CVS is the only CGM supplier call CVS HD for assistance.

Rejection Reason: CVS has received numerous payment denials from Medicare on the patient's CGM claims due to overlapping CGM supply claims due to early refills.

Rejection Resolution: Engage patient to confirm if CVS is the only CGM supplier, if so call the CVS Help Desk for assistance.

REMINDER

Medicare is billed for a monthly CGM supply allowance bundle
CVS does not bill for the total number of CGM sensors dispensed

Overlapping CGM Fills with Another Supplier

Medicare beneficiaries are eligible to receive **only one Continuous Glucose Monitor (CGM) Supply Bundle at a time**. When a pharmacy dispenses a 30-day CGM Supply Bundle, Medicare will not cover another bundle until the full 30-day period has passed.

This policy also applies to patients who obtain CGM supplies from more than one supplier (e.g., CVS and a competitor) and the supply periods overlap. Medicare will not cover the overlapping supply claim. When CVS has been denied payment due to this reason on prior CGM claims, the **73 Rejection** will return.

73 Rejection – Overlapping Supplier Claims

Primary Messaging	Additional Messaging
Additional Fills Are Not Covered	Medicare Records indicate patient obtained product through another supplier.

Rejection Reason: CVS has received numerous payment denials from Medicare on the patient’s CGM claims due to overlapping CGM supply claims, from another pharmacy supplier (ie Non-CVS Pharmacy)

Rejection Resolution: Engage patient to confirm they are no longer filling this product with another supplier. If CVS is now the only supplier, call the CVS Help Desk for assistance.

Medical Record Validation Requirement

Medical Record Validation Workflow

Medical Record outreach and validation is required for patients filling a CGM prescriptions (Reader, Sensors or Transmitter) at CVS Retail Pharmacy locations for the first time. This process is facilitated to ensure the patient meets Medicare Part B CGM coverage guidelines. Medical Record Outreach and Validation services are performed by CVS’ vendor XiFin. This process can take up to 10 business days. When Medical Record Validation is required, a **2X Rejection** will be returned.

Pharmacy colleagues can help expediate this process by contacting the prescriber to obtain the needed Medical Records when the 2X rejection is encountered. The required medical records should be faxed to **855-836-4551** or **903-455-3797**. For CGM Coverage, Medical Records must:

- Show patient has documented diabetes and a history of insulin use
- Signed and dated by the prescriber within the last six month

Once received, XiFin will review and validate the Medical Records. XiFin will send a fax communication to your pharmacy to inform of outcome and next steps.

- **Medical Record Status Inquiry:** XiFin Help Desk @ 800-806-7320

Initial Medical Record Outreach Rejection | 2X Rejection

Primary Messaging	Additional Messaging
M/I Supporting Documentation	Prescriber documentation is required for CGM. Medical Record collection may take up to 10 days. Prescribers may fax records to 855-836-4551. Select to place on hold until documentation is reviewed. Fax notification to follow.

Rejection Reason: Medical Record validation is required for this patient’s CGM related fill

Rejection Resolution: Place the claim on hold. Medical Record Outreach and Validation services are performed by CVS’ vendor XiFin. This process can take up to 10 business days. XiFin will send a fax notification with outcome to the pharmacy

- Pharmacy colleagues can help expediate this process by contacting the prescriber to obtain the needed Medical Records. The required medical records should be faxed to **855-836-4551** or **903-455-3797**. For CGM Coverage, Medical Records must:
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Medical Record Validation Outcome

Medical Record Outreach Results

The Initial Medical Record Outreach Edit will return up to 10-days from original trigger, however if an outcome is reached before then the appropriate outcome edit will be returned.

- **Prescriber Fax Received and Medical Records are Valid**

If prescriber faxes Medical Records and XiFin deems them valid. XiFin sends a fax notification to the pharmacy advising them to bill the Rx to Medicare Part B.

- **No Prescriber Fax Received**

If no Medical Records are received after 10-days, the **2X Rejection** is returned, with alternative messaging. XiFin also notifies the pharmacy via fax. XiFin's fax advises pharmacy to directly contact the prescriber for the required Medical Records.

No Medical Records Received Rejection | 2X Rejection

Primary Messaging	Additional Messaging
M/I Supporting Documentation	Prescriber documentation not received. Contact prescriber for required Medical Records and fax to 903-455-3797.

Rejection Reason: No Medical Records were provided to XiFin by the provider.

Rejection Resolution: Pharmacy should contact the prescriber and request medical records that show the patient has documented diabetes, history of insulin use and the medical records are signed and dated within 6 months.

- **Prescriber Fax Received and Medical Records are Invalid**

If the prescriber faxes Medical Records and XiFin deems them invalid, the **UO2 Rejection** will be returned on the Rx. XiFin also notifies the pharmacies via fax. XiFin's fax advises the pharmacy to directly contact the prescriber for the required Medical Records.

Invalid Medical Records Received Rejection | UO2 Rejection

Primary Messaging
Documentation from prescriber does not meet Medicare guidelines. Unable to dispense until documentation meeting Medicare guidelines is received. Contact OmniSYS at 800-806-7320 for more information.

Rejection Reason: Medical Records provided to XiFin are invalid.

Rejection Resolution: Pharmacy should contact OmniSYS to confirm reason returned Medical Records are not valid. If the invalidating reason is resolvable, such as missing provider signature or not dated within 6 months, the pharmacy should engage the prescriber's office to obtain Medical Records that meet the established guidelines.

- Please note: If Medical Records do not support an Insulin Dependent status or establish a history of insulin use, the patient is not eligible to receive a CGM under Medicare Part B at CVS Pharmacy.

For questions contact MedicareBRetailStoreSupport@CVSHealth.com.

Additional CGM Information

- [Monthly CGM Supply Allowance Billing](#)
- [Medicare Provider Compliance Tips: Diabetic Accessories & Supplies](#)
- [Glucose Monitor - Policy Article](#)
- [Medicare CGM Resources](#)

Attachments

No Data To Display
