Section J: Pharmacy Audits
CenCal Health maintains an ongoing Pharmacy Audit Program to ensure pharmacy, member, and prescriber compliance with CenCal Health’s program policies and procedures.

J1: Audit Triggers
The Audit Program is supported by continuous in-house analysis of statistical dispensing triggers. These triggers include, but are not limited to:

- Average claim amount
- Quantity dispensed versus days’ supply
- Ratio of usual & customary billing to amount calculated payments
- Claim reversals
- Total number of rejects
- Use of physician identifiers
- Controlled drug percent
- Generic percent
- Refill percent
  - Average number of prescriptions per member.