

## News

### 21-674 Medi-Cal Rx Transition: Use Updated Fax Numbers to Avoid Delays for Pharmacy Prior Authorizations

Date: 11/12/21

This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

#### The Medi-Cal Rx transition is effective January 1, 2022

Be prepared for the upcoming transition of Medi-Cal pharmacy benefits to the new program called Medi-Cal Rx. To learn more and access resources, visit the Health Net provider portal (<https://www.healthnet.com/portal/provider/home.ndo>).

#### What is Medi-Cal Rx and when does it go into effect?

Medi-Cal Rx is the transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries to the new Medi-Cal Rx vendor, Magellan. Medi-Cal Rx goes into effect on January 1, 2022.

The transition will include all pharmacy services billed as a pharmacy claim, including, but not limited to, outpatient drugs (prescription and over the counter), physician administered drugs, enteral nutrition products and medical supplies.<sup>1</sup>

Medi-Cal Rx is also responsible for pharmacy services such as:

- Prior authorizations (PAs).
- Customer service for pharmacy for beneficiaries and providers.
- Pharmacy network administration.

For more information, refer to the Medi-Cal Rx scope document for covered services after January 1, 2022, on the Department of Health Care Services (DHCS) website (<https://medi-calrx.dhcs.ca.gov/home/>).

#### What you should do

Register – it's required

Medi-Cal providers (including, but not limited to, pharmacies and prescribing physicians) will need to register to have access to the secure Medi-Cal Rx Provider Portal in addition to the public Medi-Cal Rx website. To register:

1. Go to the Medi-Cal Rx website (<https://medi-calrx.dhcs.ca.gov/home/>).
2. Click the *Secured Portal Access* drop-down menu on the upper-right side of the screen and choose the *Provider Portal* option. The Provider Portal home page opens.
3. Click the *Register* icon on the upper-right side of the screen.

Once the registration process is complete, secure access is available via the Medi-Cal Rx Provider Portal. In the future, the Provider Portal will include the following functionalities:<sup>1</sup>

- Beneficiary eligibility lookup.
- Web claims submission.
- PA submission and inquiry.
- Learning management system.
- Secure message center.
- Secure chat.

#### Get started: Provider education and training

All Medi-Cal Rx providers, including pharmacies, prescribers and their staff, must complete secure web portal registration to access education and outreach training calendars, training course enrollment and resources.

These materials are located in the Learning Management System, Saba®. All education and outreach events will be posted in a calendar on Saba and providers can enroll in web-based instructor-led or computer-based training. To access Saba, providers must use the User Administration Console registration tool from the Medi-Cal Rx website (<https://medi-calrx.dhcs.ca.gov/home/>).<sup>2</sup>

To view a schedule including dates and times of training, visit the Medical Rx website's Pharmacy News page (<https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/>) and click on *Medi-Cal Rx Portal Registration*. Note, some materials on the DHCS website may be in the process of being updated to reflect the new implementation date of January 1, 2022.

#### Request PA in one of the following ways for pharmacy benefit drugs, starting January 1, 2022

- Visit [covermy meds website](https://www.covermy meds.com/main/) (<https://www.covermy meds.com/main/>).
- Log in to the provider portal and submit the PA through our secured PA tool.
- Send a completed PA form via fax to 800-869-4325.
- Submit a NCPDP P4 transaction through the pharmacy POS system.
- Send a completed PA form through mail to:

Medi-Cal Rx Customer Service Center

Attn: PA Request

PO Box 730

Sacramento, CA 95741-0730

### Office-administered drugs and medical benefit drugs

Office-administered drug requests and medical benefit drug reviews billed on medical claims are not a Medi-Cal Rx benefit. You should continue to submit those to the plan via fax to 833-953-3436.

For additional information, please refer to the Medi-Cal Rx Options for PA Submission Guide on the Medi-Cal Rx website (<https://medi-calrx.dhcs.ca.gov/home/>).

### Prepare for the transition with a Medi-Cal Rx 101 webinar

The upcoming Medi-Cal Rx 101 webinars review the transition, provider portal information, prior authorizations, the contract drug list and more. Magellan is hosting the webinars.

Sign up today! Use the links in the chart below to join a Medi-Cal Rx 101 webinar at the designated time. All times are Pacific time.

DATE	TIME	TOPIC	WEBINAR LINK
Monday, November 15, 2021	10–11 a.m.	Medi-Cal Rx 101	Launch meeting ( <a href="https://magellanhealth.zoom.us/j/92786899995?pwd=Z2JiU0tWUkhvKzFKZzI2VkdlbkVCQT09&amp;from=addon#success">https://magellanhealth.zoom.us/j/92786899995?pwd=Z2JiU0tWUkhvKzFKZzI2VkdlbkVCQT09&amp;from=addon#success</a> )
Thursday, November 18, 2021	10–11 a.m.	Medi-Cal Rx 101	Launch meeting ( <a href="https://magellanhealth.zoom.us/j/97728764715?pwd=TXpZeWVkbXhQTU5HR1pmeUxzQWxNUT09&amp;from=addon#success">https://magellanhealth.zoom.us/j/97728764715?pwd=TXpZeWVkbXhQTU5HR1pmeUxzQWxNUT09&amp;from=addon#success</a> )

### Get more help online

For more information, visit the Health Net provider portal (<https://www.healthnet.com/portal/provider/home.ndo>) or refer to the following resources.

TOPIC	GO TO...
Medi-Cal Rx overview	Medi-Cal Rx website ( <a href="https://medi-calrx.dhcs.ca.gov/home/">https://medi-calrx.dhcs.ca.gov/home/</a> ) > <i>Provider Portal</i>
Medi-Cal Rx Subscription Service	The sign-up page ( <a href="https://mcrxsspapes.dhcs.ca.gov/Medi-CalRxDHCScagov-Subscription-Sign-Up">https://mcrxsspapes.dhcs.ca.gov/Medi-CalRxDHCScagov-Subscription-Sign-Up</a> ). Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx website.

For general questions related to Medi-Cal Rx, email [RxCarveOut@dhcs.ca.gov](mailto:RxCarveOut@dhcs.ca.gov) (<mailto:RxCarveOut@dhcs.ca.gov>).

### Additional information

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

LINE OF BUSINESS	TELEPHONE NUMBER	PROVIDER PORTAL	EMAIL ADDRESS
EnhancedCare PPO (IFP)	1-844-463-8188	provider portal ( <a href="https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check">https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check</a> )	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a> ( <a href="mailto:provider_services@healthnet.com">mailto:provider_services@healthnet.com</a> )
EnhancedCare PPO (SBG)	1-844-463-8188	provider portal ( <a href="https://www.healthnet.com/portal/provider/home.ndo">https://www.healthnet.com/portal/provider/home.ndo</a> )	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a> ( <a href="mailto:provider_services@healthnet.com">mailto:provider_services@healthnet.com</a> )
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider portal ( <a href="https://www.healthnet.com/portal/provider/home.ndo">https://www.healthnet.com/portal/provider/home.ndo</a> )	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a> ( <a href="mailto:provider_services@healthnet.com">mailto:provider_services@healthnet.com</a> )

IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926- 2164	provider portal ( <a href="https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check">https://provider.healthnetcalifornia.com/sso/login? service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (individual)	1-800-929- 9224	provider portal ( <a href="https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check">https://provider.healthnetcalifornia.com/sso/login? service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (employer group)	1-800-929- 9224	provider portal ( <a href="https://www.healthnet.com/portal/provider/home.ndo">https://www.healthnet.com/portal/provider/home.ndo</a> )	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medi-Cal	1-800-675- 6110	provider portal ( <a href="https://www.healthnet.com/portal/provider/home.ndo">https://www.healthnet.com/portal/provider/home.ndo</a> )	N/A
Cal Mediconnect – Los Angeles County	1-855-464- 3571	N/A	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Cal Mediconnect – San Diego County	1-855-464- 3572	N/A	provider_services@healthnet.com (mailto:provider_services@healthnet.com)

<sup>1</sup> [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/10/2020.10\\_NF\\_Medi-Cal\\_Rx\\_Prescriber\\_Communication\\_v1.0\\_FINAL](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/10/2020.10_NF_Medi-Cal_Rx_Prescriber_Communication_v1.0_FINAL) (PDF) ([https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/10/2020.10\\_NF\\_Medi-Cal\\_Rx\\_Prescriber\\_Communication\\_v1.0\\_FINAL.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/10/2020.10_NF_Medi-Cal_Rx_Prescriber_Communication_v1.0_FINAL.pdf)).

<sup>2</sup> [https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom\\_30429\\_08.aspx](https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30429_08.aspx) ([https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom\\_30429\\_08.aspx](https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30429_08.aspx)).

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