Medi-Cal Rx Post-Implementation – Frequently Asked Questions (FAQs)

Version 3.0
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Operations

1. **Where is the Medi-Cal Rx Web Portal (website) located online?**

   The [Medi-Cal Rx Web Portal](#) Home page is located at the following URL: [https://medi-calrx.dhcs.ca.gov/home/](#).

2. **Where is the Medi-Cal Rx Provider Portal located?**

   The [Medi-Cal Rx Provider Portal](#) is located on the [Medi-Cal Rx Web Portal](#) Home page. The Medi-Cal Rx Provider Portal contains links to the following pages:

   - [Bulletins & News](#)
   - [Drug Lookup](#)
   - [Forms & Information](#)
   - [Drug Use Review](#)
   - [Helper Utilities](#)

3. **Where can I find the *Medi-Cal Rx Provider Manual*?**

   The [*Medi-Cal Rx Provider Manual*](#) can be found on the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#) by selecting the **Provider Manual** link.

4. **Where can I find the *Medi-Cal Rx Contract Drugs List* (CDL)?**

   The [CDL](#) can be found on the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#) by selecting **Covered Products Lists**.

5. **Where can I find the other lists of covered products?**

   The other lists of covered products can be found on the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#) by selecting **Covered Products Lists**. The other lists of covered products are located below the Contract Drugs Lists (CDLs).

6. **How do I find a participating pharmacy?**

   The [Find a Pharmacy](#) page is available under the **Tools & Resources** drop-down menu on the [Medi-Cal Rx Web Portal](#) Home page.

   You can either select **Use My Location** or type your location in the **Enter your location** field to find a list of participating pharmacies.

Communication Channels

7. **Where can I find more information about Medi-Cal Rx?**

   Visit the [Medi-Cal Rx Web Portal](#) to review a variety of informational and educational resources, including the [Education & Outreach](#) page and the [FAQ](#) page.

8. **Where can I find recent alerts?**

   Visit the [Bulletins & News](#) page located on the [Medi-Cal Rx Provider Portal](#) to find the latest alerts.

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9. **How can I sign up to receive alerts as they are posted?**

Sign up for the free [Medi-Cal Rx Subscription Service](#) (MCRxSS) to keep up to date on the latest Medi-Cal Rx news. Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the [Medi-Cal Rx Web Portal](#).

Select **Subscribe today** on the Medi-Cal Rx Web Portal. You are required to provide your email address and ZIP code, choose one type of subscription you are interested in, and select your preferred announcements. To complete the sign-up, select **Sign me up!**

10. **How can I [contact](#) Medi-Cal Rx?**

- **By Phone:** You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.
- **By Message:** You can send a secured message by registering and logging in or you can send an unsecured message without registering.
  - [Members](#)
  - [Providers](#)
- **By Chat:** Select **Chat** on the [Contact Us](#) page.

Secured Provider Portal

11. **What is available in the [Medi-Cal Rx Secured Provider Portal](#)?**

- Cornerstone Learning Management System (LMS)
- Secured Chat and Messaging
- Finance Portal
- Batch Claims Information
- Member Eligibility Lookup
- Prior Authorization (PA) Request Submission
- Web Claims Submission (WCS)

12. **How do I access the Medi-Cal Rx Secured Provider Portal?**

You can access the [Medi-Cal Rx Secured Provider Portal](#) from either the [Medi-Cal Rx Web Portal](#) or the [Medi-Cal Rx Provider Portal](#).

From the Medi-Cal Rx Web Portal, select **Provider Portal** from the **Secured Portal Access** drop-down menu. From the Medi-Cal Rx Provider Portal, select the **Log In** icon.

Logging In to the Secured Provider Portal

13. How do I log in to the Medi-Cal Rx Secured Provider Portal?

To access the [Medi-Cal Rx Secured Provider Portal](#), a user must first register in the User Administration Console (UAC). Review the [*User Administration Console (UAC) Quick Start Guide*](#) for detailed instructions.

Once registration is complete, log in using the registered user's email and password. From the [Medi-Cal Rx Web Portal](#), select **Provider Portal** from the **Secured Portal Access** drop-down menu. From the Medi-Cal Rx Provider Portal, select the **Log In** icon.

14. How can I change my email address in the User Administration Console (UAC) to access the portal?

To change an email address in the UAC, contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.

15. How do I request a Personal Identification Number (PIN)?

Refer to the [*User Administration Console (UAC) Quick Start Guide*](#) for detailed instructions.

16. How do I request a Personal Identification Number (PIN) status?

Contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.

Note: Allow for United States Postal Service (USPS) delivery times to vary from the initial request to receive a PIN.

17. How do I set up multiple National Provider Identifiers (NPIs) in the User Administration Console (UAC)?

Review the [*User Administration Console (UAC) Quick Start Guide*](#).

18. How do I get troubleshooting help for the Medi-Cal Rx Provider Portal?

For more information, review [*Medi-Cal Rx Provider Portal Troubleshooting and Support*](#).

Claims

19. Where do I submit claims?

Claims can be submitted via the following methods:

- Pharmacy Point-of-Sale (POS) System:
    - Located in the [Medi-Cal Rx Secured Provider Portal](#)
    - Most efficient
    - Processes instantly
    - Reference the [*Medi-Cal Rx Options for PA Submission Guide*](#)

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- Web Claims Submission (WCS) System:
    - Located in the [Medi-Cal Rx Secured Provider Portal](#)
    - Processes instantly
    - Submitters can view, manage, and resubmit claims
    - Reference the *[Medi-Cal Rx Web Claims Submission User Guide](#)*
- Paper Claim Forms:
    - *[Pharmacy Claim Form (30-1)](#)* for a non-compound claim
    - *[Pharmacy Claim Form (30-4)](#)* for a multi-ingredient compound claim
    - *Universal Claim Form* (UCF) for providers who wish to submit a paper pharmacy claim (non-compound or compound)
- NCPDP Batch File Submission:
    - NCPDP Versions D.0 and 1.2 Standards compliant batch file accepted by Medi-Cal Rx via secure file transfer.
    - If you want to be set up to submit NCPDP batch files to Medi-Cal Rx, send an email request to MediCalSystemsGroup@primetherapeutics.com with the following information:
        - In the subject line of the email, include the following text to ensure the email is properly directed: "Medi-Cal Rx Batch File Setup Request for [pharmacy name]".
        - In the body of the email, include the following:
            - Pharmacy Provider Business Name(s)
            - Pharmacy Provider Service/Business Address(es)
            - Pharmacy National Provider Identifier(s) (NPIs)
            - Contact Name
            - Contact Phone Number
            - Contact Email Address

For further information regarding claim submission details, refer to the *[Medi-Cal Rx Provider Manual](#)*.

For a list of comprehensive resources about claims, review the variety of resources listed under the **Claims** heading on the [Forms & Information](#) page on the [Medi-Cal Rx Provider Portal](#).

20. How do I submit an Other Health Coverage (OHC) claim?

OHC claims should be billed to the member's primary payer prior to submitting claims to Medi-Cal Rx. Coordination of Benefits (COB) will be processed accordingly. COB billing instructions can be found in the *Coordination of Benefits* section of the *[Medi-Cal Rx Provider Manual](#)* and the alert titled *[Claim Submission Reminders](#)*. For additional information, review the *[Medi-Cal Rx Billing Tips](#)*.

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21. How do I verify member coverage?

Member eligibility can be validated via several methods:

- Contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.
- Log in to the [Medi-Cal Rx Secured Provider Portal](#) on the [Medi-Cal Rx Web Portal](#) and navigate to the **Member Eligibility Lookup** tool to review the member information. Validate the Benefits Identification Card (BIC) number, first name and last name, and date of birth (DOB).
- Check eligibility through the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. AEVS is available seven days a week from 2 a.m. to 12 a.m. PT. Once in AEVS, select from the options described in the AEVS main menu prompt options. Refer to the *[AEVS: General Instructions](#)* for more information.
- Member eligibility verification can also occur via NCPDP E1 Transaction.

22. Where do I find reject code information?

Refer to *[Appendix D – NCPDP Reject Codes](#)* in the *[Medi-Cal Rx Provider Manual](#)*.

Prior Authorization (PA) Requests

23. How do I submit a prior authorization (PA) request?

Review the flyer titled *[Five Ways to Submit a Prior Authorization Request](#)* which summarizes how to submit PA requests for Medi-Cal Rx using any of the available five options.

The *[Medi-Cal Rx Portal Prior Authorization Request Job Aid](#)* is an additional training resource for pharmacies and providers to submit, inquire, cancel, or add additional information or upload attachments to an existing PA request that replace treatment authorization requests (TARs) and service authorization requests (SARs).

24. How can I submit a prior authorization (PA) request for a date of service (DOS) or PA request start date that is in the past (such as a backdate request)?

PA requests for a start date or DOS that is in the past can be submitted via fax, U.S. Mail, or NCPDP P4 request.

Note: The [Medi-Cal Rx Provider Portal](#) and [CoverMyMeds®](#) provide real-time information if a PA request is required based on the date the PA request is being submitted. If during the PA request submission it is determined a PA is not required, the PA request submitter will not be able to continue with the PA request submission. As a result, providers will need to use an alternate PA request submission method to submit the backdate request.

25. Can a specific NDC be requested when submitting a prior authorization (PA) request?

Use one of the following methods when submitting a PA request when a specific NDC is requested for coverage considerations by Medi-Cal Rx:

- [CoverMyMeds®](#)**:** Prescribers should search by NDC and address the dispense as written (DAW) question.

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- **Medi-Cal Rx Provider Portal:** Providers may utilize the search by NDC option to include NDC-specific requests. This must be used for enteral nutrition requests.
- **Fax/U.S. Mail:** Providers should include the 11-digit NDC on the PA request form when submitting by fax or U.S. Mail.
- **NCPDP P4 Transaction:** Providers should ensure the desired NDC is submitted with the transaction.

Note: The Medi-Cal Rx Provider Portal submission method will not allow NDC-specific requests to be submitted if during the PA request submission it is determined a PA request is not required for the drug. The pharmacy provider will not be able to continue submitting the PA request via the Medi-Cal Rx Provider Portal. As a result, pharmacy providers will need to use an alternate submission method to continue with the PA request submission in these situations. Pharmacy providers may include NDC-specific comments and requests in the free text areas if they are permitted to continue with a PA request.

26. **How can I submit a Drug Shortage or Product Unavailable prior authorization (PA) request when a specific NDC is required for dispensing for a generic drug?**

When a specific NDC is required for dispensing a generic drug, pharmacy providers can submit PA requests for Drug Shortage or Product Unavailable via CoverMyMeds®, Medi-Cal Rx Provider Portal, fax, U.S. Mail, or NCPDP P4 request.

Note: PA requests should include clinical justification about why a specific NDC is requested and substitution is not permissible.

27. **How can I submit a Drug Shortage or Product Unavailable prior authorization (PA) request when a brand, multisource drug is required for dispensing?**

When a brand, multisource drug is required for dispensing, pharmacy providers can submit PA requests for Drug Shortage or Product Unavailable via CoverMyMeds®, Medi-Cal Rx Provider Portal, fax, U.S. Mail, or NCPDP P4 request.

Note: The Medi-Cal Rx Provider Portal and CoverMyMeds provide real-time information if a PA request is required based on the drug name entered during PA request submission. The pharmacy provider will need to submit the PA request using the brand name drug and address the dispense as written (DAW) question to identify that a substitution to the generic drug is not appropriate. For additional information on reimbursement of the brand, multisource drug, refer to the *Dispense as Written (DAW), Brand Medically Necessary (BMN), and Reimbursement – Frequently Asked Questions (FAQs)*.

28. **What is the process for a prior authorization (PA) request review?**

The flyer titled *Prior Authorization Case Review Process* illustrates the case review process for claims that do not meet automatic prior authorization (AutoPA) rules.

29. What is the turnaround time for a prior authorization (PA) request?

For all PA requests, Medi-Cal Rx ensures that within 24 hours, the Medi-Cal provider receives a confirmation and/or notice of approval, deferral, modification (Change in Therapy), and/or denial, as directed by the Department of Health Care Services (DHCS). Contact the Medi-Cal Rx Customer Service Center (CSC) for a PA request status at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.

Education & Outreach

30. Where can a pharmacy provider or prescriber learn more about Medi-Cal Rx?

Visit the [Education & Outreach](#) page on the [Medi-Cal Rx Web Portal](#). You can find background information, a transition policy, and a variety of training materials. Helpful tutorials and prerecorded webinars are also available on the [Medi-Cal Rx YouTube Channel](#).

31. Who can I contact for assistance with Education & Outreach?

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year. Emails can be sent to MediCalRxEducationOutreach@primetherapeutics.com.