Remittance Advice (RA) – Frequently Asked Questions (FAQs)

Version 1.0
January 1, 2022

Table of Contents

Frequently Asked Questions

1. **Where in the *Medi-Cal Rx Provider Manual* can I find information for Medi-Cal Rx Remittance Advice (RA) delivery options for pharmacy providers?**

   General information on Medi-Cal Rx RAs is located in *Section 3.3.3 Remittance Advice (RA)*. Outlined in that section are the two delivery options offered by Medi-Cal Rx:

   - HIPAA ANSI X12 835, Version 5010 A1 Electronic Remittance Advices (ERA), delivered electronically or
   - Paper RA documents delivered via mail.

2. **What is the difference between an Electronic Remittance Advice (ERA) and a paper Remittance Advice (RA)?**

   An ERA is an Electronic Data Interchange (EDI) data file in the HIPAA ANSI X12 835, Version 5010 A1 format that requires additional provider-supplied software to transform the data into a human-consumable format/report. Many pharmacy providers already have software to consume the ERA file. Free software, available to Medi-Cal Rx pharmacy providers on the Centers for Medicare & Medicaid Services (CMS) website, can be installed and will enable the user to download the Medi-Cal Rx ERA file to view, search, and print all or selected claims. The free CMS-offered software is called Medicare Remit Easy Print (MREP). To download the MREP tool, go to the [Medi-Cal Rx Provider Portal](#) and select [Forms and Information](#) to locate the Medicare Remit Easy Print (MREP) Software link.

   The RA is a paper document mailed to the pharmacy provider's pay to address. This document is already in a human-consumable format and does not require additional software. If you receive a Medi-Cal Rx paper RA, a soft-copy *.PDF* document of the mailed RA is available for viewing/downloading once you are logged in to the Medi-Cal Rx Provider Portal. Both the ERA and RA contain the Medi-Cal Rx pharmacy claims that were adjudicated for the pharmacy provider. It is a matter of the provider's preference as to which format best suits their needs.

   ERAs and RAs are only provided when the pharmacy provider had pharmacy claims adjudicated in the given Medi-Cal Rx checkwrite cycle. ERAs and RAs are provided weekly by the Medi-Cal Rx checkwrite stream in which claims submitted by the pharmacy provider were adjudicated. The Medi-Cal Rx checkwrite streams are Abortion, Medi-Cal, California Children's Services (CCS), Genetically Handicapped Persons Program (GHPP), and State Children's Health Insurance Program (SCHIP).

3. **What Electronic Data Interchange (EDI) format and standard does Medi-Cal Rx follow for the HIPAA 835 Electronic Remittance Advice (ERA) file?**

   The Medi-Cal Rx vendor provides the ERA in the HIPAA ANSI X12 835, Version 5010 A1 format and standard.

[Back to Top](#)

4. **Is the Medi-Cal Rx Electronic Remittance Advice (ERA) the same as an "835" file?**

   Yes. The two terms are used interchangeably.

5. **What is Medi-Cal Rx's default delivery method for the Remittance Advice (RA)?**

   Medi-Cal Rx's default delivery method is to mail the paper RA to the pharmacy provider's pay to address on file with DHCS' Provider Enrollment Division (PED). To view or update the pay to address on file with PED, utilize the [Provider Application and Validation for Enrollment (PAVE) Portal](#).

6. **Are the Electronic Remittance Advice (ERA) files pushed/delivered to a provider-designated file server?**

   No. Medi-Cal Rx ERA files are not pushed/delivered to a provider's server or site. The Medi-Cal Rx ERA file will have to be downloaded once logged in to the Medi-Cal Rx Secured Provider Portal by a user with the specific authority to access and download such files. The "835 File Access" permission is granted by the pharmacy provider's Delegated Administrator (Del Admin) in the Medi-Cal Rx User Administration Console (UAC). Refer to the *[User Administration Console (UAC) Quick Start Guide](#)* for more information.

7. **What is the Medi-Cal Rx payment cycle and when will I receive my Remittance Advice (RA)?**

   The Medi-Cal Rx checkwrite schedule is posted on the [Medi-Cal Rx Provider Portal](#) in the [Forms and Information](#) section. The Electronic Remittance Advice (ERA) delivery and the mailing of the paper RA coincides with the Medi-Cal Rx Payment Release Date noted on the checkwrite schedule.

8. **I am used to having pharmacy and medical claims on the same Remittance Advice (RA). Will they continue to be consolidated?**

   No. Only the Medi-Cal Rx adjudicated pharmacy claim information will be on the Medi-Cal Rx RA.

9. **I understand that Magellan Medicaid Administration, Inc. (MMA) will be generating the Remittance Advices (RAs) for Medi-Cal Rx. What entity (MMA or Department of Health Care Services [DHCS]) will be issuing the payments (i.e., check or Electronic Funds Transfer [EFT])?**

   Medi-Cal Rx payments will be issued by MMA on behalf of DHCS.

10. **I have signed up to have Medi-Cal Rx payments automatically deposited to my bank account via Electronic Funds Transfer (EFT). Does that automatically sign me up for the Medi-Cal Rx Electronic Remittance Advice (ERA)?**

    No. These are two distinct options in Medi-Cal Rx. The provider must sign up for each preference independently.

[Back to Top](#)

11. **I received Electronic Remittance Advices (ERAs) from the Fee-for-Service (FFS) fiscal intermediary prior to Medi-Cal Rx taking over. Will that preference transfer to Medi-Cal Rx? If yes, how can I confirm?**

Yes. Your preference for an ERA will automatically transfer to Medi-Cal Rx at midnight on 12/31/2021. Once the information has been loaded to Medi-Cal Rx, you can confirm that your preference transferred by logging in to the [Medi-Cal Rx Secured Provider Portal](#) and selecting Finance Portal from the left navigation bar. This will take you to the Finance Portal. Select the ERA tab in the right corner to confirm preference.

12. **The prior Fee-for-Service (FFS) fiscal intermediary provided access to my Electronic Remittance Advices (ERAs) and/or paper Remittance Advices (RAs) to other authorized parties (also known as Receivers). Will the information for those authorized parties transfer to Medi-Cal Rx?**

No. The information for those authorized parties will not transfer to Medi-Cal Rx for your ERAs/RAs. The pharmacy provider will have to complete an authorization agreement for the Receiver and supply information to Medi-Cal Rx via the [Medi-Cal Rx Web Portal](#) or by completing and mailing the *Medi-Cal Rx Electronic Remittance Advice (ERA) Authorization Agreement Form* (DHCS 6550) from the [Medi-Cal Rx Provider Portal](#) and selecting [Forms and Information](#).

13. **From the prior Fee-for-Service (FFS) fiscal intermediary, I received the Electronic Remittance Advices (ERAs), a paper Remittance Advices (RA), and a .PDF document. Will I be able to receive all these formats from Medi-Cal Rx?**

No. In Medi-Cal Rx there are two options: the ERA or the paper RA.

If your current software does not enable a human-readable, printable format, consider the free Centers for Medicare & Medicaid Services (CMS)-offered software, Medicare Remit Easy Print (MREP). To download the MREP tool, go to the [Medi-Cal Rx Provider Portal](#) and select [Forms and Information](#) to locate the Medicare Remit Easy Print (MREP) Software link.

If you receive a Medi-Cal Rx paper RA, a soft-copy .PDF document of the mailed RA is available for viewing/downloading once logged in to the Medi-Cal Rx Provider Portal.

14. **I would like to receive the Medi-Cal Rx's Electronic Remittance Advice (ERA). Where do I sign up? And, once successfully signed up, how soon will it take effect?**

Once you have successfully signed up for ERAs, it can take up to 30 calendar days to have that preference take effect, depending upon the timing of when you made your update in relation to the phase of the Medi-Cal Rx checkwrite cycle.

[Back to Top](#)

15. **My pharmacy will be submitting pharmacy claims to Medi-Cal Rx during the 01/01/2022 through 01/05/2022 time frame, which will be included in Medi-Cal Rx's first checkwrite cycle. By when do I need to confirm/update my Remittance Advice (RA) preference in the Medi-Cal Rx Provider Portal?**

    To have your RA preference take effect for Medi-Cal Rx's first checkwrite cycle, the update to the RA preferences will have to be completed in Medi-Cal Rx no later than 01/07/2022 by 5 p.m. PST.

16. **How will other authorized parties (also referred to as Receivers) be able to access my Remittance Advices (RAs)?**

    The pharmacy provider will have to complete an authorization agreement for the Receiver and supply information to Medi-Cal Rx via the Medi-Cal Rx Web Portal or by completing and mailing the *Medi-Cal Rx Electronic Remittance Advice (ERA) Authorization Agreement Form* (DHCS 6550) from the Medi-Cal Rx Provider Portal and selecting Forms and Information.

    Receivers will need to be given access to the Finance Portal within the Medi-Cal Rx Secured Provider Portal by a Delegated Administrator (Del Admin) and added as a Standard User within the User Administration Console (UAC). Refer to the *User Administration Console (UAC) Quick Start Guide* for more information.

17. **I am a pharmacy provider associated with a Pharmacy Chain. What do I need to do to allow the Pharmacy Chain Administrators access to the Electronic Remittance Advice (ERA) files? How do I check to see if they already have set it up? If they have not, what steps do I need to take?**

    The Delegated Administrator (Del Admin) will need to assign 835 File Access to the user through the Role Assignments drop-down menu in the User Administration Console (UAC). See *Figure 1*.
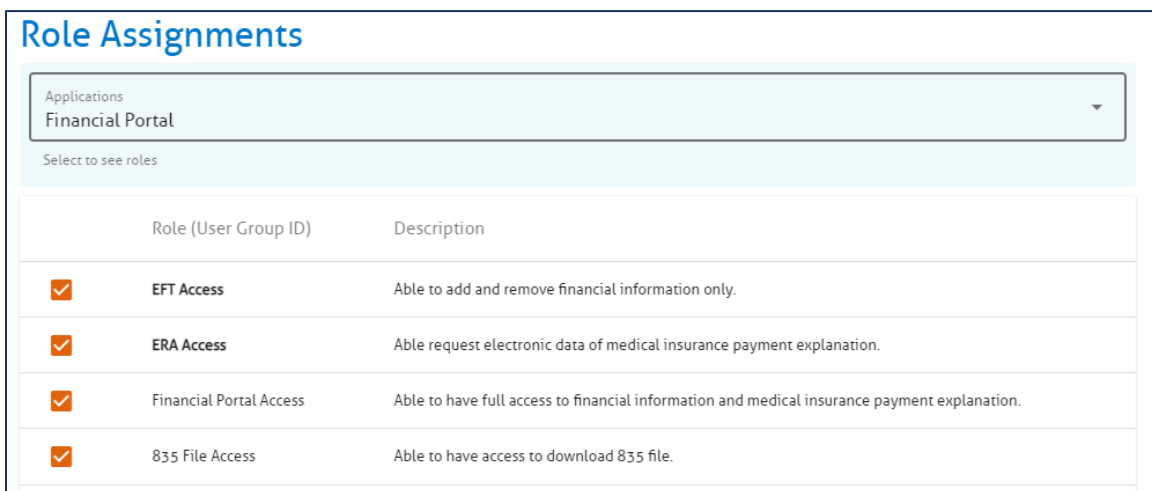

Figure 1: Role Assignments Drop-Down Menu in the UAC

Back to Top

18. **Will there be a feature for chain pharmacies to access and download Electronic Remittance Advice (ERA) files for all pharmacies within their Chain ID?**

Yes. Once the Delegated Administrator (Del Admin) grants them access to the "835 File Access" and provides a Standard User account, they can log in to the [Medi-Cal Rx Secured Provider Portal](#) to view and download ERAs.

19. **Where can I make my Remittance Advice (RA) selection?**

Pharmacy providers enrolled in Medi-Cal Rx will have the ability to access the request payment preferences. If no designations are selected, the payments, RAs, and 1099s will default to paper and be mailed.

20. **I am a Pharmacy Chain Administrator, and when I log in to Medi-Cal Rx will all the pharmacies associated with my Chain ID have their Remittance Advices (RAs) consolidated into one Electronic Remittance Advice (ERA) file? Will I have to log in separately to access each associated pharmacy's ERA? Will I have to download files one by one?**

The ERA files are not consolidated into one ERA file for the Chain ID. An ERA file is generated for each pharmacy that had pharmacy claims adjudicated in that checkwrite cycle. The Pharmacy Chain Administrator can log in to the Medi-Cal Rx Secured Provider Portal once and select "all" to download all the RA files associated with your Chain ID.

21. **Is the end user experience different for chains vs. nonchains?**

No. The billing is still done at an individual NPI level. The additional functionality will allow grouping by chain, but each pharmacy will still be shown within the grouping. A major part of the update is rather than a pharmacy chain needing to register each individual pharmacy store, the corporate office can register the chain and see all the pharmacies associated with the chain.

Resources and Contact Information

- **Medi-Cal Rx Web Portal:** www.Medi-CalRx.dhcs.ca.gov
- **Medi-Cal Rx Customer Service Center:** Toll-Free Number: 1-800-977-2273 available 24 hours a day, 7 days a week, 365 days per year
- **Medi-Cal Rx Education and Outreach:** MediCalRxEducationOutreach@primetherapeutics.com