State of California—Health and Human Services Agency
Department of Health Care Services

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Important Notice to Medi-Cal Beneficiaries About Pharmacy Services

November 25, 2021

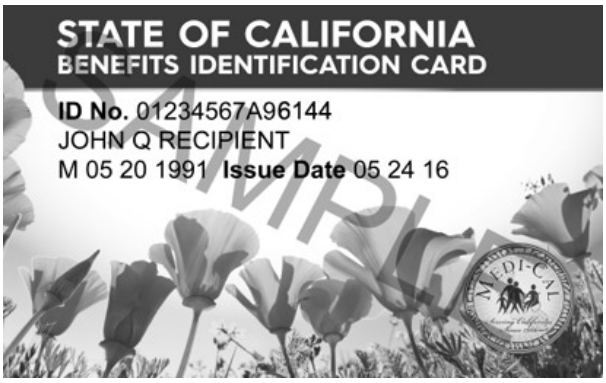
Dear Medi-Cal Member:

An important change is coming to pharmacy services in Medi-Cal. Beginning January 1, 2022, pharmacy services for many Medi-Cal members will be known as Medi-Cal Rx. This will change the way many of your pharmacy services are provided and funded, but it will not change your Medi-Cal eligibility or benefits.

More details are below, but please note that the changes listed in this letter do not affect you if your health plan is one of the following: Senior Care Action Network (SCAN), Programs of All-Inclusive Care for the Elderly (PACE), Cal MediConnect (CMC) or Major Risk Medical Insurance Program (MRMIP) Plan.

What is changing?
Medi-Cal pharmacy services will soon be delivered only by fee-for-service, instead of managed care. The services will be administered by Magellan Medicaid Administration, Inc. This change will, among other things, standardize the Medi-Cal pharmacy benefit statewide under one delivery system and improve access to pharmacy services.

How you pay for your medications will not change. For most Medi-Cal members, there will be no cost. When you go to the pharmacy bring your Medi-Cal Benefits Identification Card (BIC). Your BIC is the plastic Medi-Cal card. Samples are below.



"Poppy" design

"Blue and White" design

If you did not receive your BIC or it is lost or stolen, you may ask for a BIC from your county social services office. There is a list of all the county offices included with this letter. You can find the phone number for your county office in it. If you are issued a new card, your old card will no longer be valid.

If you are eligible for both Medicare and Medi-Cal (or are part of a Cal MediConnect (CMC) plan), there is no change to your Medicare Part D coverage. Medi-Cal Rx, like your current fee-for-service (regular) Medi-Cal benefit or Managed Care Plan, may cover things Medicare does not. You should talk to your doctor or pharmacy if you have questions.

What do I need to do?
Most people in Medi-Cal will not need to do anything. Your doctors and pharmacies are already informed about the change to Medi-Cal Rx and know what to do.

Where can I get help finding a pharmacy?
Most people will be able to use their current pharmacy after January 1, 2022. You can use the pharmacy locator at www.Medi-CalRx.dhcs.ca.gov. It will tell you if your pharmacy will accept Medi-Cal Rx or help you to find a different pharmacy to use. You can also call the numbers below.

Who do I contact for help or more information?

- Call the Medi-Cal Rx Customer Service Center line
  - 1-800-977-2273 24 hours a day, 7 days a week
  - 711 for TTY, Monday - Friday, 8am - 5pm
- Visit the website www.Medi-CalRx.dhcs.ca.gov for information
  - You can email or chat with a customer service representative from the Medi-Cal Rx Beneficiary Portal
  - If you register in the Medi-Cal Rx Beneficiary Portal you can email or chat about confidential health information in a secure way