The transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries, Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) providers, to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA), goes into effect January 1, 2022.

This article serves as a guide that outlines what options pharmacies and prescribers will have to submit prior authorizations (PAs) to Medi-Cal Rx.

Prior Authorization Submission Options

Starting January 1, 2022, pharmacies and prescribers can submit PAs using the channels outlined below.

<table>
<thead>
<tr>
<th>PA Submission Channels</th>
<th>Functions</th>
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</table>
| Medi-Cal Rx Secured Provider Portal | • Submit a PA request. *
<p>| | • Inquire about the status of a PA request submitted via any submission method. |
| | • Cancel an “In Progress” PA request submitted via the Secured Provider Portal or P4 Transaction. |
| | • Add additional information to an existing “In Progress” PA submitted via the Secured Provider Portal or P4 Transaction. |
| | • Attach documents to an “In Progress” PA submitted via the Secured Provider Portal or P4 Transaction. |</p>
<table>
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| **CoverMyMeds® (CMM)** | • CMM Interacts in real time with FirstRx℠ and MRx Decide.  
  – Clinical Decision Module questions presented directly to the prescriber.  
  • Covered alternatives presented in real time.  
  • Clinical information submitted by the prescriber may allow for real-time approvals.  
  • Cases requiring further review will be routed to the MMA clinician team for additional evaluation of medical necessity.  
  • CMM allows prescribers to submit, add information to, inquire about, or cancel a PA.  
  • More information can be found in the Medi-Cal Rx: CoverMyMeds How-To Guide (under Reference Materials at [www.medicalexchange.dhcs.ca.gov/provider/forms](http://www.medicalexchange.dhcs.ca.gov/provider/forms)) or on the CMM website: [www.covermymeds.com](http://www.covermymeds.com). |
| **Fax** | • Fax # (800-869-4325) will be effective on the Go-Live date.  
  • Providers can submit a PA request via fax by utilizing the following approved forms:  
  – 50-1  
  – 50-2  
  – 61-211  
  – New Medi-Cal Rx PA Request Form  
  • Providers can submit additional documentation to the same fax # (800-869-4325).  
  • **Unapproved Forms**: Providers will be faxed the correct form and directed to the Medi-Cal Rx Provider Portal to obtain approved fax forms. |
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| National Council for Prescription Drug Programs (NCPDP) transaction using the pharmacy Point-of-Sale (POS) system ** | • P4: Pharmacy is able to request a PA by submitting the basic claim information (beneficiary, drug, prescriber, etc.) along with clinical information (diagnosis, dosing, justification, etc.). ***  
• P3: Inquire about status of a PA request submitted via P4 transaction.  
• P2: Cancel an “In Progress” PA request submitted via P4 transaction. |
| Mail | Medi-Cal Rx Customer Service Center  
P.O. Box 730  
Rancho Cordova, CA 95741-0730 |

* PA requests will flow from the Medi-Cal Rx Secured Provider Portal to Medi-Cal Rx Customer Service Center (CSC) staff who will review the request and make a determination or request additional information (if needed) within 24 hours of submission.

** If using the NCPDP transactions via a pharmacy POS system to submit a PA request, pharmacies must go to the Medi-Cal Rx Secured Provider Portal to upload attachments or fax additional information to the CSC when needed.

*** PA requests will flow from the adjudication system to Medi-Cal Rx CSC staff who will review the request and make a determination or request additional information (if needed) within 24 hours of submission.