



Medi-Cal Rx Training Information

November 10, 2021

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 to outline the training planned for the Medi-Cal Rx implementation that will assist pharmacy providers, prescribers, and their staff as they transition to Medi-Cal Rx.

User Administration Console (UAC) Training

All Medi-Cal Rx pharmacy providers, prescribers, and their staff will need to successfully complete UAC registration to access the Medi-Cal Rx Secured Provider Portal. Once registered, pharmacy providers and prescribers will have access to the following:

- SabaSM Learning Management System (LMS)
- Secured Chat and Messaging
- Finance Portal
- Batch Claims Information
- Beneficiary Eligibility Lookup
- Prior Authorization (PA)
- Web Claims Submission

Training Enrollment Information

To assist pharmacy providers and prescribers with UAC registration, the following job aids and computer-based tutorials (CBTs) are available to walk users through the registration process:

- [UAC Quick Start Guide](#)
- [UAC Tutorial #1: Start Registration Process](#)
- [UAC Tutorial #1a: Alternate Address Instructions](#)
- [UAC Tutorial #2: Complete Registration](#)
- [UAC Tutorial #3: Granting Access for Yourself and Staff](#)

If you run into any issues or have any questions about the UAC registration process, feel free to attend an Office Hours session with a Medi-Cal Rx Pharmacy Services Representative (PSR) who can assist with the process.

To request an Office Hours session, please email the Medi-Cal Rx Education & Outreach team at MediCalRxEducationOutreach@magellanhealth.com and provide the following information in your email:

- Name of individual
- Provider name
- National Provider Identifier (NPI)
- Phone number
- Email address
- Preferred date and time of Office Hours session

Office Hours Sessions (September 2021 – December 2021)	
Dates	Times
September 2021 – December 2021	Office Hours sessions will be offered on an as-needed basis. Please contact the Medi-Cal Rx Education & Outreach team at MediCalRxEducationOutreach@MagellanHealth.com to schedule a session.

Saba LMS Training

Saba LMS is the one-stop shop for Education & Outreach information. Topics covered during Saba training sessions include how to view the Education & Outreach events calendar, how to register to attend an event or take an online course, and how to complete session evaluations.

Training Enrollment Information

Refer to the [Medi-Cal Rx SabaSM Provider Job Aid](#) for step-by-step instructions.

In addition, the Medi-Cal Rx Education & Outreach team offers virtual Office Hours sessions. To request an Office Hours session, please email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com and provide the following information in your email:

- Name of individual
- Provider name
- NPI
- Phone number
- Email address
- Preferred date and time of Office Hours session

Before enrolling in an Office Hours session, providers will need to confirm that they have completed the following tasks:

- Received a PIN letter and successfully completed UAC registration.
- Registered as the Delegated Administrator (Del Admin) or have been created as a user by the Del Admin.
- Added or been granted access to the SabaSM application.

Office Hours Sessions (September 2021 – December 2021)	
Dates	Times
September 2021 – December 2021	Office Hours will be offered on an as-needed basis. Please contact the Medi-Cal Rx Education & Outreach team at MediCalRxEducationOutreach@magellanhealth.com to schedule a session.

Medi-Cal Rx Transition and Resources Training

This training is intended to give pharmacy providers and prescribers an overview of the Medi-Cal Rx transition and the resources that are available on the Medi-Cal Rx Provider Portal. The topics that will be covered in this training include the following:

- Medi-Cal Rx background and high-level changes affecting pharmacy providers and prescribers.
- Point-of-Sale (POS) Technical and Operational Readiness.
- Web Claims Submission and overview of the Finance Portal.

Course Format

Training sessions for Medi-Cal Rx Transition and Resources will be offered in the following formats. When deciding which offering to register for, be sure to read the course **title** on the training calendar for the correct course format.

- **Instructor-Led Training (ILT):** A PSR will host a live training session. ILT sessions are date- and time-specific.
- **Recording:** Sessions will be available in a recorded format. Recorded sessions will offer the same content included in the ILTs. Course recordings are not date- and time-specific and can be viewed at a time that best fits your schedule.

Course Topics

Transition and Resources Training for Pharmacy Providers

Medi-Cal Rx Transition and Resources Training for pharmacy providers is broken out into three separate sessions. Pharmacy providers are encouraged to attend all three sessions.

- **Session 1:** *Medi-Cal Rx Implementation and Changes Affecting Providers* – Includes background information and high-level changes affecting pharmacy providers.
- **Session 2:** *Point-of-Sale (POS) Technical and Operational Readiness* – Includes background information and high-level changes affecting pharmacy providers and the POS systems used.
- **Session 3:** *Claim Submission & Finance Information* – Includes background information and high-level changes to web claim submissions affecting pharmacy providers, along with an overview of the Finance Portal.

Transition and Resources Training for Prescribers

For prescribers, a comprehensive Medi-Cal Rx Transition and Resources training session has been created to cover the following topics:

- Medi-Cal Rx implementation and changes affecting prescribers
- Prior Authorization (PA) process, including PA appeals

Training Enrollment Information

Pharmacy providers and prescribers that want to take this training will first need to make sure they have successfully registered for UAC and have been granted access to the Saba application.

Medi-Cal Rx Transition and Resources Training Sessions (November 2021 – December 2021)	
Dates	Times
November 2021 – December 2021	Please refer to the Saba Training Calendar for specific dates and times. You must be logged into the Medi-Cal Rx Secured Provider Portal to access the link above.

Prior Authorization Training

A Prior Authorization (PA), previously known as a Treatment Authorization Request (TAR), requires providers to obtain approval before rendering certain services such as prescriptions.

This training is intended for pharmacy providers and prescribers that plan to use the Medi-Cal Rx Secured Provider Portal to submit PAs.

Training Enrollment Information

Training will be available via a job aid and CBT recording 30 days prior to Medi-Cal Rx implementation.

Pharmacy providers and prescribers that wish to take this training will first need to make sure they have successfully registered for UAC and have been granted access to the Saba application.

Medi-Cal Rx Web Claims Submission Training

This training will give providers an overview of the Medi-Cal Rx Web Claims Submission system. Providers currently using a POS system to submit prescription claims can continue to submit through this channel.

Training Enrollment Information

Training will be available via job aid and CBT recording 30 days prior to Medi-Cal Rx implementation.

Pharmacy providers and prescribers who wish to take this training will first need to make sure they have successfully registered for UAC and have been granted access to the Saba application.

For additional assistance, contact the Education and Outreach team at:

MediCalRxEducationOutreach@magellanhealth.com.