



Medi-Cal Rx Monthly Bulletin

December 1, 2021

The monthly bulletin consists of alerts and notices posted to the [Bulletins & News](#) page on the Medi-Cal Rx Web Portal. Sign up for the [Medi-Cal Rx Subscription Service](#) to be notified when new information is posted.

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1. Changes to the Contract Drugs List (CDL), Effective December 1, 2021

The below changes have been made to the Contract Drugs List, effective December 1, 2021.

For more information, see the [Contract Drugs List](#) on the Medi-Cal Rx Web Portal.

Drug Name	Description	Effective Date
Amikacin Sulfate	Strengths updated.	December 1, 2021
Amoxicillin Trihydrate	Tablets added to CDL.	December 1, 2021
Amoxicillin/ Clavulanate Potassium	Restrictions removed.	December 1, 2021
Chlorhexidine Gluconate	Added to CDL.	December 1, 2021
Ethionamide	Strength updated.	December 1, 2021
Finasteride	Added to CDL.	December 1, 2021
Hydromorphone	Tablets (1 mg & 3 mg) removed.	December 1, 2021
Ibuprofen	Capsules and 300 mg formulations removed.	December 1, 2021
Insulin Glargine-YFGN	Added to CDL.	December 1, 2021
Isoniazid	Liquid strength updated.	December 1, 2021
Isosorbide Mononitrate	Additional strength (30 mg) added.	December 1, 2021
Ketotifen Fumarate	Added to CDL.	December 1, 2021
Levofloxacin	Restrictions removed.	December 1, 2021
Medroxyprogesterone Acetate	Additional formulation (prefilled syringe) added to CDL.	December 1, 2021
Phenazopyridine HCL	Strength updated.	December 1, 2021
Rifabutin	Restrictions removed.	December 1, 2021
Secnidazole	Labeler restriction (27437) added.	December 1, 2021

Drug Name	Description	Effective Date
Tisotumab Vedotin-TFTV	Added to CDL with diagnosis and prior authorization requirements.	December 1, 2021
Triamcinolone	Additional formulation (paste) added to CDL.	December 1, 2021

2. Changes to the Contract Drugs List (CDL) – Over the Counter Drugs, Effective December 1, 2021

The below changes have been made to the Contract Drugs List – Over the Counter Drugs, effective December 1, 2021.

For more information, see the [Contract Drugs List – Over the Counter Drugs](#) on the Medi-Cal Rx Web Portal.

Drug Name	Description	Effective Date
Sennosides	Added to CDL.	December 1, 2021
Ketotifen Fumarate	Added to CDL.	December 1, 2021

3. Changes to the Family PACT Pharmacy Formulary, Effective December 1, 2021

The below changes have been made to the Family PACT Pharmacy Formulary.

For more information, see the [Family PACT Pharmacy Formulary](#) on the Medi-Cal Rx Web Portal.

Drug Name	Description	Effective Date
Cefixime	Maximum milligram per dispensing updated.	June 1, 2021
Lactic Acid, Citric Acid, Potassium Bitartrate	Added with quantity and labeler restrictions.	July 1, 2021

4. Medi-Cal Rx Medical Supplies Updates

The below changes have been made to the *Medical Supplies – Diabetic Supplies* benefit:

1. Changes were made to the [List of Covered Diabetic Test Strips and Lancets](#), effective January 1, 2022.
2. Addition of the [List of Covered Self-Monitoring Blood Glucose Systems \(Glucometers\), Control Solutions, and Lancing Devices](#) was made to the Medi-Cal Rx Web Portal, which includes the addition of newly contracted products.
3. Addition of the [List of Covered Disposable Insulin Delivery Devices](#) was made to the Medi-Cal Rx Web Portal, which includes the addition of newly contracted products.
4. Addition of the [List of Covered Medical Supplies Product Descriptions and Billing Information](#) was made to the Medi-Cal Rx Web Portal, which includes billing information and product description of all Medical Supplies NDC-billed pharmacy benefits reimbursed through Medi-Cal Rx.

For more information, refer to the [Covered Products Lists](#) on the Medi-Cal Rx Web Portal as well as the *Medical Supplies* section of the [Medi-Cal Rx Provider Manual](#).

Product Category	Description	Effective Date
Disposable Insulin Delivery Devices	<ul style="list-style-type: none"> • Added newly contracted products. • Prior Authorization (PA) required. • This is a new pharmacy-billed benefit for Medical Supplies. 	January 1, 2022
Therapeutic Continuous Glucose Monitoring (CGM) Systems	<ul style="list-style-type: none"> • PA required. • This is a new pharmacy-billed benefit for Medical Supplies. 	January 1, 2022
Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices	<ul style="list-style-type: none"> • Added newly contracted products. • Code 1 Restriction. • This is a new pharmacy-billed benefit for Medical Supplies. 	January 1, 2022

Product Category	Description	Effective Date
Covered Diabetic Test Strips and Lancets	<ul style="list-style-type: none"> Updated, added, and deleted specific contracted diabetic test strips and lancets and associated Maximum Acquisition Cost (MAC) pricing. This is an existing pharmacy-billed benefit for Medical Supplies. 	January 1, 2022
Publication of <i>List of Covered Medical Supplies Product Descriptions and Billing Information</i>	<ul style="list-style-type: none"> Updated and added all billing information and product description for Medical Supplies NDC-billed pharmacy benefits reimbursed through Medi-Cal Rx. This was formerly published on the medi-cal.ca.gov website and now updated to reflect Medi-Cal Rx 	January 1, 2022

5. Reimbursement for COVID-19 Vaccine Administration Claims

Effective January 1, 2022, pharmacy-billed COVID-19 vaccine administration claims must be sent to Medi-Cal Rx for reimbursement. Current Medi-Cal policy will apply to Medi-Cal Rx claims. Please visit the [COVID-19 Medi-Cal Response page](#) for the current policy. Providers should continue to review upcoming Medi-Cal Rx bulletins and the [Medi-Cal Rx Payer Sheet](#) for policy and billing updates.

6. Updates to the Medi-Cal Rx Provider Manual

The below updates/additions have been made to the *Medi-Cal Rx Provider Manual*.

For more information, see the [Provider Manual](#) on the Medi-Cal Rx Web Portal.

Section	Update Description	Effective Date
<p><i>Section 15.1.3 – Opioid Management</i></p>	<ul style="list-style-type: none"> • Claims submitted for controlled drug products, including opioids (DEA schedule 2-5), will have a maximum days' supply of 35 days. Claims submitted for greater than 35 days will require a prior authorization (PA). • Note: This will not apply to new-start opioid prescriptions, new-start benzodiazepine prescriptions, or buprenorphine products. • Claims submitted for all injectable forms of opioids will require a PA. • New quantity per day limits and quantity per fill limits will be applicable. Refer to <i>Section 15.1.3 – Opioid Management</i> in the <i>Provider Manual</i> for additional information on these limits. 	<p>January 1, 2022</p>
<p><i>Section 3.6 – Medi-Cal Rx Website</i> <i>Section 3.6.1 – Medi-Cal Rx Provider Portal</i> <i>Section 4.6.11 – Items Not Covered</i> <i>Section 4.6.13 – Medical Supply Reimbursement</i> <i>Section 8.2.1 – Long-Term Care Claims Processing</i></p>	<ul style="list-style-type: none"> • Changes to the list of Covered Diabetic Test Strips and Lancets. • Additions of Alcohol Prep Pads, Alcohol Wipes, and Sterile Syringes with Needles (non-insulin) as pharmacy-billed medical supplies benefits, as well as the addition of the list of Covered Sterile Syringes with Needles (non-insulin). 	<p>January 1, 2022</p>

Section	Update Description	Effective Date
<p><i>Section 11.1 – Code 1 Restrictions</i></p> <p><i>Section 13.0 – Medical Supplies</i></p> <p><i>Section 13.1 – Diabetic Supplies – Test Strips and Lancets</i></p> <p><i>Section 13.2 (NEW!) – Diabetic Supplies – Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices</i></p> <p><i>Section 13.3 (NEW!) – Diabetic Supplies – Disposable Insulin Delivery Devices</i></p> <p><i>Section 13.4 (NEW!) – Diabetic Supplies – Therapeutic Continuous Glucose Monitoring (CGM) Systems</i></p> <p><i>Section 15.1.2 – Medical Supplies Dispensing Quantity Limitations</i></p>	<ul style="list-style-type: none"> • Addition of the list of <u>Covered Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices</u> to the Medi-Cal Rx Web Portal, which includes newly contracted products and Code 1 restrictions, as well as the addition of <i>Section 13.2 – Diabetic Supplies – Self-Monitoring Blood Glucose Systems (Glucometers), Control Solutions, and Lancing Devices</i> to the Provider Manual. • Addition of the list of <u>Covered Disposable Insulin Delivery Devices</u> to the Medi-Cal Rx Web Portal, which includes the addition of newly contracted products, as well as the addition of <i>Section 13.3 – Diabetic Supplies – Disposable Insulin Delivery Devices</i> to the Provider Manual. This is a <u>new pharmacy-billed benefit</u> for Medical Supplies. Prior Authorization is required. • Addition of <i>Section 13.4 – Diabetic Supplies – Therapeutic Continuous Glucose Monitoring (CGM) Systems</i> to the Provider Manual. This is a <u>new pharmacy-billed benefit</u> for Medical Supplies. Prior Authorization is required. 	

Section	Update Description	Effective Date
	<ul style="list-style-type: none"> • Updates to Medical Supply Reimbursement surrounding NDC-billed self-monitoring blood glucose systems, control solutions, lancing devices, therapeutic continuous glucose monitoring (CGM) systems, Sterile Syringes with Needles (non-insulin), alcohol pads, and DIDD have been applied. • Updates/additions have been made to limitations for therapeutic continuous glucose monitoring (CGM) systems, Sterile Syringes with Needles (non-insulin), alcohol pads, DIDD, glucometers, glucose control solutions and lancing devices. 	

7. Adult Vaccination Administration Fee: Pharmacy Claims and Reimbursement

Effective for claims with a date of service on or after January 1, 2022, Medi-Cal Rx will reimburse a provider for the professional services associated with an immunization when a pharmacy provider submits for reimbursement of the vaccine administration.

To receive the professional services immunization administration fee, the provider must identify on the claim that the pharmacy is administering the vaccine.

- Populate the **Incentive Amount Submitted** (NCPDP field 438-E3) with a dollar amount and populate the following fields as outlined below:
 - **Reason for Service Code** (NCPDP field 439-E4): **PH** = Preventive Health Care
 - **Professional Service Code** (NCPDP field 440-E5): **MA** = Medication Administration
 - **Result of Service Code** (NCPDP field 441-E6): **3N** = Medication Administration

DHCS will reimburse the lesser of the billed amount or \$3.79 for the professional services associated with the administration of an adult vaccine.

The professional services immunization administration fee is eligible to be reimbursed for all vaccines eligible for pharmacy reimbursement under Medi-Cal Rx when utilized pursuant to the guidelines published by the Centers for Disease Control and Prevention (CDC) for beneficiaries 19 years of age and older.

8. Maximum Allowable Ingredient Cost (MAIC) 30-Day Pharmacy Provider Notice

The Department of Health Care Services has contracted with Magellan Medicaid Administration, Inc., who contracted with Mercer Government Human Services Consulting (Mercer), part of Mercer Health and Benefits LLC, to establish and maintain a Maximum Allowable Ingredient Cost (MAIC) program for generic pharmaceutical drugs to be effective January 1, 2022.

The objective of the MAIC program is to establish upper limits for ingredient reimbursement rates for generic drugs that encourage efficient purchasing while being responsive to marketplace drug pricing fluctuations.

Providers can find information about the MAIC program on the [Mercer Medi-Cal Rx website](#). This website contains MAIC rate lists, MAIC program information, frequently asked questions, and contact information.

Providers with concerns about specific MAIC rates may request a review of a MAIC rate for a specific drug by submitting a MAIC rate inquiry. The MAIC rate inquiry form can be found on the [Mercer Medi-Cal Rx website](#) or on the [Medi-Cal Rx Web Portal](#). All required fields on the MAIC rate inquiry form must be completed. Providers will be contacted for supporting documentation or other information, as necessary.

9. 45-Day Pharmacy Provider Notice

On January 1, 2022, Magellan Medicaid Administration, Inc. (MMA) will assume operations for Medi-Cal Rx on behalf of the State of California Department of Health Care Services (DHCS).

National Council for Prescription Drug Program (NCPDP) Transactions

All pharmacy claims must be processed using the new Medi-Cal Rx Bank Identification Number (BIN), Process Control Number (PCN), and Group ID, which are included in the table below.

The following submission fields and requirements are listed to assist in your success during this transition. All transactions must be submitted under the NCPDP Telecommunication Standard Version/Release D.0, effective **January 1, 2022**.

Transaction Header Segment			
Transaction Type	Transaction Code 103-A3	BIN 101-A1	PCN 104-A4
Claim Billing Request	B1	022659	6334225
Claim Billing Reversal Request	B2	022659	6334225
Claim Rebill	B3	022659	6334225
Eligibility Verification Request	E1	022659	6334225
Prior Authorization Reversal	P2	022659	6334225
Prior Authorization Inquiry	P3	022659	6334225
Prior Authorization Request Only	P4	022659	6334225
Drug Pricing Inquiry (SB 393 Price Inquiry)	B1	022667	393

Insurance Segment		
Field ID	NCPDP Field Name	Value
301-C1	GROUP ID	MEDICALRX

Medi-Cal Rx Payer Sheet

The payer sheet is available online at www.medi-calrx.dhcs.ca.gov/provider/forms/. The payer sheet includes the claim submission, prior authorization submission, eligibility verification request, and drug inquiry pricing request fields and requirements. MMA encourages you to contact your software vendor to make them aware of the upcoming transition.

Batch and Paper Submitters

For pharmacies that submit batch pharmacy claims or that are currently submitting paper pharmacy claims, please email MRxPharmacyTesting@magellanhealth.com to be contacted by MMA for further information. Please mention “**Batch/Paper Claim**” in the subject line of the email.

Additional Information

Please refer to www.medi-calrx.dhcs.ca.gov for additional information and announcements.

10. Contract Drugs List (CDL) Flyer

What is the Contract Drugs List (CDL)?

The CDL is found on the [Medi-Cal Rx Web Portal](#) and contains the searchable Medi-Cal Formulary. The CDL displays drugs covered by Medi-Cal without a prior authorization (PA).

How Does It Affect Prescribers?

The searchable CDL allows prescribers to easily identify all covered drugs.

What Should I Do?

Registering for the [Medi-Cal Rx Web Portal](#) allows for easy access to the Provider Portal, where the CDL can be found through the **Forms & Information** link on the left-hand side of the screen.

The CDL may also be found in the Tools & Resources drop-down menu on the [Education & Outreach](#) page.

Getting Started

There are several CDL documents. The main CDL document is for prescription drugs, and the additional CDL documents cover information like covered Over the Counter products, therapeutic classifications, and authorized drug manufacturer labeler codes. Monthly updates are made to the CDL per changes determined by the Department of Health Care Services (DHCS).

Forms & Information	
Reference Materials	<p>This information is DRAFT and for EDUCATIONAL PURPOSES ONLY related to Medi-Cal Rx capabilities starting on the Go-Live date. For Medi-Cal pharmacy benefits prior to the Go-Live date provided through the Fee-For-Service system, please contact Medi-Cal at 800-541-5555. For Medi-Cal pharmacy benefits provided through a managed care plan prior to the Go-Live date, please contact the managed care plan.</p> <p>Contract Drugs List (CDL)</p> <ul style="list-style-type: none"> Medi-Cal Rx Contract Drugs List Medi-Cal Rx Contract Drugs List - Authorized Drug Manufacturer Labeler Codes Medi-Cal Rx Contract Drugs List - Blood Factors Medi-Cal Rx Contract Drugs List - Over the Counter Drugs Medi-Cal Rx Contract Drugs List - Over the Counter Cold/Cough Preparations Medi-Cal Rx Contract Drugs List - Therapeutic Classifications <p>Other Lists of Covered Products</p> <ul style="list-style-type: none"> List of Covered Enteral Nutrition Products Covered Diabetic Test Strips and Lancets Covered Pen Needles Pharmacy Reimbursable Physician Administered Drugs
Billing Tips & Payer Sheets	
Covered Products Lists	
Prior Authorization (PA)	
Provider Manuals	

Need Additional Support?

If you have any questions, please contact the Medi-Cal Rx Customer Service Center at 1-800-977-2273 or email MediCalRxEducationOutreach@magellanhealth.com.

Informational flyers are also available on the Medi-Cal Rx Web Portal [Forms & Information](#) page.

How do you and your peers currently conduct business for Medi-Cal pharmacy services? We would love to hear from you! Take the [Medi-Cal Rx Readiness Survey](#). The results of this survey will be used to tailor our Medi-Cal Rx training offerings to ensure that you are prepared for the upcoming transition.

11. Medi-Cal Rx Provider Training Details

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.

12. UAC Registration Next Steps

Now that you have initiated the UAC registration process, you are ready to take the next steps.

Step 1: Receive a Personal Identification Number (PIN) Letter

Once you have submitted the UAC **New Registration** form, you will receive a PIN letter from the U.S. Postal Service (USPS) to the address that was displayed during the UAC Registration process or supplied as part of the Alternate Address process.

Step 2: Complete UAC Registration

Using the PIN letter, you can now complete the UAC registration. Navigate to <https://uac.magellanrx.com> and select the **Complete Registration** option. You will need to complete the required fields on the **New User Information** form. After completing all required fields, click the **Validate Org** and **Submit** buttons to submit the form.

Step 3: Activate Your UAC Account

An email containing an Activation hyperlink will be sent to the email address you provided on the **New User Information** form. Click the **Activation** hyperlink in the email to complete your registration. The **UAC Registration** page will open where you can set up your Multifactor Authentication (MFA). It is highly recommended to select **SMS** and/or **Email** as your preferred MFA option(s). You will not have access to the Medi-Cal Rx secured platform and applications without completing this process.

After your UAC account has been activated, you can finalize your access by assigning roles to yourself. Also, you can add additional Standard Users to your organization's UAC account and grant role permissions.

Additional Resources

If you have questions while completing the UAC Registration process, please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@magellanhealth.com to schedule an Office Hours session for assistance.

Please refer to the following resources for additional information on completing UAC registration:

- [UAC Quick Start Guide](#) (Job Aid)
- [UAC Tutorial #2: Complete Registration](#) (CBT)
- [UAC Tutorial #3: Granting Access for Yourself and Staff](#) (CBT)
- [Provider Registration and Training FAQs](#) (Job Aid)

For login after you have completed UAC registration, please navigate to <https://magellanhealth.okta.com/>.

Sign up for the [Medi-Cal Rx Subscription Service](#) to be notified when anything new has been posted to Bulletins & News on the Medi-Cal Rx Web Portal.

13. Registering Multiple NPIs in UAC

Delegated Administrators (Del Admins) can follow the steps outlined in this document to register multiple pharmacy provider and prescriber National Provider Identifiers (NPIs) within the same or associated organization through the User Administration Console (UAC).

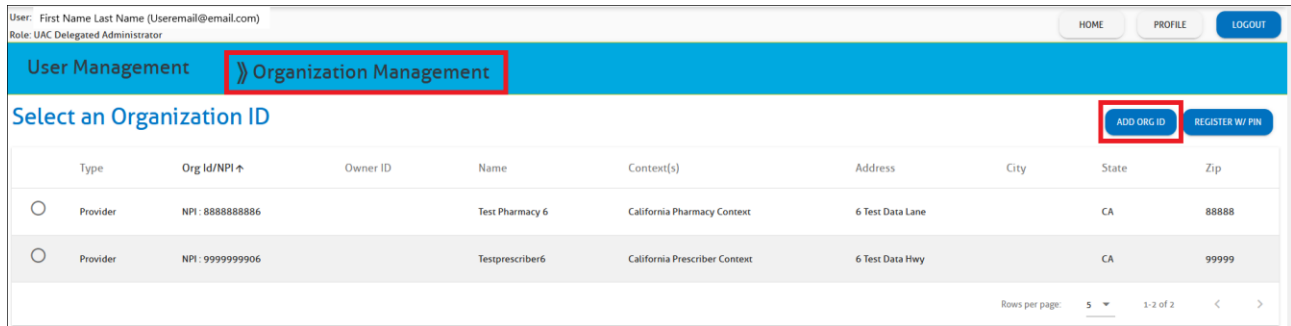
A Del Admin can manage up to 50 NPIs on their account. If there are more than 50 NPIs requiring registration, additional Del Admin accounts must be created. Del Admin accounts can be created by registering with a different NPI through the UAC, or a Del Admin can request to upgrade a standard (non-Del Admin) user account.

Adding Multiple NPIs to One Del Admin Account


To add multiple NPIs (referred to as "Organization IDs" in the UAC) to your Del Admin account, follow the steps below.

Requesting Another PIN through the Del Admin Account

1. Go to <https://magellanhealthssso.okta.com/>, sign in, and click the **UAC application**. Once the UAC homepage appears, click the **Log In** tile.
2. Once logged in to the Del Admin account, click on the **Organization Management** section, then click the **Add Org ID** button.



3. Complete the required fields (*), click the **Validate Org** button, and click **Submit**.




- You can request up to a total of 50 organization Personal Identification Numbers (PINs) as necessary.

4. You will receive your PIN through the mail within 7 to 10 business days.

Completing Registration through the Del Admin Account

1. Upon PIN letter receipt, the Del Admin will log into their account and go to the **Organization Management** tab. Click **Register W/PIN**.
2. Complete the required fields (*) including Organization ID/NPI and PIN, then click **Validate Org**. Once the Organization ID/NPI is added, click **Submit**. This process can be repeated for up to 50 NPIs/PINs per Del Admin account.



- If standard (non-Del Admin) user accounts have already been created, they will need to be assigned access to the newly added Organization ID/NPI and their respective roles added.
- Refer to the [UAC Tutorial #3: Granting Access for Yourself and Staff](#) for a video walkthrough.

If you need further assistance, please contact the Medi-Cal Rx Education & Outreach team at MediCalRxEducationOutreach@magellanhealth.com.

14. UAC Registration and Sign-In Troubleshooting

To have the best experience accessing the User Administration Console (UAC), SabaSM, or the Medi-Cal Rx Provider Portal, make sure to follow the suggested technical best practices upon completion of UAC registration:

- Bookmark the login link: [OktaSM Secured Portal](#).
- Use the Chrome, Firefox, or Microsoft Edge browser to access Medi-Cal Rx applications.
- Disable pop-up blockers and clear your cache to avoid further accessibility issues.

Below are possible error messages and login issues you may encounter and ways you can resolve them. You can also find more information in the [UAC Quick Start Guide](#) and [Provider Registration and Training FAQs](#).

Issue/Error Message	How to Troubleshoot
Email activation link not received	<p>The activation email will be sent to the email address listed upon registration completion (be sure to check your Spam/Junk folders). To request a new activation link, follow the instructions below:</p> <ol style="list-style-type: none"> 1. Go to https://uac.magellanrx.com/pin-registrations. 2. Click Resend Confirmation Email on the right-hand side of the screen, enter your email address, and click Send. 3. You will receive an activation email from Magellan Medicaid Administration, Inc. (MMA) to the email address you provided in the UAC registration process. 4. Click the link provided in the email, which should bring you to a confirmation page.
Unauthorized – when logging into UAC	<p>This error message occurs when a standard user (non-Delegated Administrator [Del Admin]) attempts to log into UAC. Only Del Admins are permitted to log into UAC.</p>

Issue/Error Message	How to Troubleshoot
User Not Assigned to the Client Application	<p>This error message occurs for users that do not have their privileges assigned to the Medi-Cal Rx Secured Provider Portal.</p> <ul style="list-style-type: none"> • If you are the Del Admin, please update your role privileges within UAC. • Standard Users should contact their organization’s Del Admin to update their role privileges. <p>You can watch the following tutorial that explains this process: UAC Tutorial #3: Granting Access for Yourself and Staff</p>
User ID Already Exists – when registering for a Personal Identification Number (PIN)	<p>If you encounter this error message, it is likely that someone else has already registered the National Provider Identifier (NPI) for your organization. Confirm with your Admin/Manager if a Del Admin account was created for your organization.</p> <p>If you want to add another NPI from an existing Del Admin account, please follow the instructions below:</p> <ol style="list-style-type: none"> 1. Log in to UAC as the Del Admin. 2. On the Organization Management screen, select Add an Org. 3. From this screen, enter the NPI to request a PIN letter. 4. Once you have received your PIN letter, return to the Organization Management screen and select the Register w/PIN button to complete your registration.
<ul style="list-style-type: none"> • ORG ID Invalid • ORG ID DOES NOT MATCH ORG ID TYPE SELECTED • NO VALID CONTEXTS FOR THIS ORG ID 	<p>These error messages occur when the NPI entered is invalid. You can also get these errors if you are not enrolled with Medi-Cal Fee-for-Service (FFS) either as a billing or rendering provider or as an Ordering, Referring, and Prescribing (ORP) provider in the Provider Application and Validation for Enrollment (PAVE) or with a Managed Care Plan (MCP).</p> <p>Note: Prescribers can only register using NPI Type 1. Pharmacies can use either Type 1 or 2 to register.</p> <p>Please contact DHCS Pharmacy Enrollment Division (PED) or the MCP to confirm that you are a participating provider. The best way to contact PED is by submitting the inquiry form located under Contact Us – Provider Enrollment Directory on the PAVE webpage, or by phone at 1-916-323-1945.</p>

Issue/Error Message	How to Troubleshoot
Forgot Sign-In Password	<p>If you forget your password, you can click Forgot password? from the OktaSM Secured Portal login page. Then, select your preferred Multi-Factor Authentication (MFA) method and follow the directions.</p> <ul style="list-style-type: none"> If you receive an email requiring you to contact your "administrator," please escalate the issue to the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.
Unlock Password	<p>If you have been locked out of your account after multiple sign-in attempts, click Unlock account? from the OktaSM Secured Portal login page. Then, select your preferred MFA method and follow the directions.</p> <ul style="list-style-type: none"> If you receive an email requiring you to contact your "administrator," please escalate the issue to the Medi-Cal Rx CSC at 1-800-977-2273.

If these suggestions do not resolve your issue, please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@magellanhealth.com.

15. UAC Registration – Alternate Address

Follow the instructions described in this document if you need to request your Personal Identification Number (PIN) letter to be mailed to an alternate address when registering through the UAC. An "alternate address" is an address that is not the address that populates for your National Provider Identifier (NPI) on the registration screen. PIN letters are mailed via the United States Postal Service (USPS). Please note that this *will not* permanently change the organization address; this will only reroute your PIN letter to an alternate address for you to complete UAC registration. To permanently change your address on record, pharmacy providers and prescribers need to contact the DHCS Pharmacy Enrollment Division (PED). The best way to contact PED is by submitting the inquiry form located under Contact Us –Provider Enrollment Directory on the PAVE webpage, or by phone at 1-916-323-1945.

To reroute your PIN letter, upon initial registration, complete the required (*) fields on the screen shown below and click **Validate Org**. Then, select **Alt Address** and click **Submit**. You can view the Alt Address instructions by clicking the hyperlink next to the **Alt Address** checkbox.

Please fill out the fields below to register

New User Information Indicates required field *

First Name* Last Name* Work Phone*

Organization Validation

Organization Type* State* Id Type*

Organization Id/NPI*

Org Id/NPI ↑	Owner ID	Context(s)	Name	Address	City	State	Zip	Alt Address	Discard
NPI : 8888888889		California Pharmacy Context	Test Pharmacy 9	9 Test Data Park	Magellan Health	CA	88888	<input type="checkbox"/> Alt address	

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When you click the **Alt Address** hyperlink, the instructions display as shown below. You will need to fax a letter with the requested information on your organization’s letterhead to the Magellan Health Web Support Help Desk at 888-656-0376.

ALT ADDRESS INSTRUCTIONS

TO TEMPORARILY USE AN ALTERNATE ADDRESS TO MAIL YOUR PIN REQUEST

This process allows a provider to use a temporary address to receive PIN letter information if the address of record being returned on the screen is not correct for any reason. It is important to note that this will only be for **this request ONLY** and will not update the address permanently on the provider file.

After the PIN request has been submitted on the screen, the requestor should FAX a letter on the Organization’s letterhead containing the following information:

- Requestor/Submitter’s Full Name
- Requestor/Submitter’s Email Address
- Provider’s NPI/Organization ID(s) that was used for the screen submission
- Provider’s Current Address(es) as shown on the screen
- Address that the Requestor/Submitter would like the PIN Letter(s) mailed to

The documentation should be faxed to the Magellan Health Web Support Help Desk at (888) 656-0376.

The provider should complete and submit the PIN request on the screen, making certain to select the Alt Address checkbox, PRIOR to submitting the required documentation.

The request will be held for a maximum of 30 days while waiting to receive the documentation. If the required documentation is not received within the 30 day time period or is not complete according to the instructions the request will be deleted, and the user will need to generate a new PIN request to register.

Reminder that this process will not change the address of record in our system - you should contact DHCS PAVE to have that information permanently updated.

If you have additional questions, please contact the Medi-Cal Rx Education & Outreach team at MediCalRxEducationOutreach@magellanhealth.com.

16. UAC Registration Reminders and Helpful Tips

This notice serves as a reminder for pharmacy providers, prescribers, and their staff to complete User Administration Console (UAC) registration to gain access to the Medi-Cal Rx Secured Provider Portal.

Important Registration Reminders

- Return and complete registration once the Personal Identification Number (PIN) letter is received via the United States Postal Service (USPS).
- You will not gain access to the Medi-Cal Rx Secured Provider Portal until user privileges are added in the UAC platform.
- After adding standard users to work on behalf of an organization's National Provider Identifier (NPI), the Delegated Administrator (Del Admin) will also need to assign them the appropriate Medi-Cal Rx user privileges within UAC.

Alternate Address Reminders

- Using the alternate address process to receive your PIN letter at a different address will not update your address permanently.
- To permanently change your address on record, pharmacy providers and prescribers need to contact the DHCS Pharmacy Enrollment Division (PED). The best way to contact PED is by submitting the inquiry form located under Contact Us – Provider Enrollment Directory on the PAVE webpage, or by phone at 1-916-323-1945.
- Medi-Cal managed care providers need to contact their Managed Care Plan (MCP) to permanently update their mailing address.
- You can complete UAC registration and sign up for training even if your address is not correct in the UAC system upon registration.

Provider Tools and Resources

Job aids and video tutorials are also available to assist providers and staff with the registration process. Materials include:

- [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](#)
- [Provider Registration and Training FAQs](#)
- [Medi-Cal Rx Subscription Service \(MCRxSS\)](#) (to receive Medi-Cal Rx updates and news)

For additional support, you can contact Medi-Cal Rx Pharmacy Service Representatives (PSRs) to schedule an Office Hour. PSRs can walk you through the registration process and assist in troubleshooting. To request an Office Hour, please email MediCalRxEducationOutreach@magellanhealth.com and be sure to include the following information:

- Name of individual
- Provider name/organization name
- NPI
- Phone number
- Email address
- Preferred date and time for an Office Hour session

17. Introducing the Medi-Cal Rx Education and Outreach Team

The Medi-Cal Rx Education & Outreach team is committed to providing effective communication and training to all beneficiaries, pharmacy providers, and prescribers. This team of Pharmacy Service Representatives (PSRs) is dedicated to support you. PSRs are here to provide targeted and timely personalized assistance.

Why Contact the Education & Outreach Team?

- PSRs are available to guide, train, and troubleshoot issues encountered during and after the transition to Medi-Cal Rx.
- PSRs will offer site visits upon request to support the Medi-Cal Rx provider community.
- PSRs will offer virtual Office Hours for your convenience.
- PSRs will also be your point of contact to make recommendations and find solutions for unresolved provider issues and escalations.

How to Contact the Education & Outreach Team

Email MediCalRxEducationOutreach@MagellanHealth.com to submit inquiries to the Education & Outreach team. This mailbox is monitored Monday – Friday, 8 a.m. – 5 p.m. (PT). Inquiries will be answered within 48 hours. Please include the following information in the body of your email:

- Individual/organization name
- National Provider Identifier (NPI)
- Phone number
- Email address

You can find more information on the [Medi-Cal Rx Education & Outreach page](#).

18. Prescriber Training Checklist

Gain Access to the Medi-Cal Rx Secured Provider Portal

This checklist is a step-by-step guide to gaining access to the Medi-Cal Rx Secured Provider Portal and the following training.

Step 1. Register via the User Administration Console (UAC)

UAC Training

All Medi-Cal Rx pharmacy providers, prescribers, and their staff will need to complete secure registration to access the secured areas of the Medi-Cal Rx Provider Portal. Access to the

Medi-Cal Rx Secured Provider Portal starts with registration via the UAC application. To move on to Step 2, you will need to successfully complete all of Step 1.

Registration Steps

1. Request PIN – Visit the [UAC](#) and click the **Register** option.
2. Receive PIN – PIN will be sent by USPS.
3. Register with PIN – Return to [UAC](#) and click the **Complete Registration** option.
4. Validate your account – Click the **Activation** link in the email.
5. Add Users and User Roles – Within [UAC](#), add your organization’s users and assign their roles.

Resources

- [UAC Quick Start Guide](#)
- YouTube Highlight: [UAC Tutorial #1 – Start Registration Process](#)
- YouTube Highlight: [UAC Tutorial #1a – Alternate Address Instructions](#)
- YouTube Highlight: [UAC Tutorial #2 – Complete Registration](#)
- YouTube Highlight: [UAC Tutorial #3 – Granting Access for Yourself and Staff](#)
- [Navigating the Medi-Cal Rx Web Portal Flyer](#)
- [User Administration Console \(UAC\) Getting Started Flyer](#)
- [Medi-Cal Rx Subscription Service \(MCRxSS\) Flyer](#)
- [Medi-Cal Rx Contact Information](#)



- Assign roles to the Delegated Administrator account prior to adding Standard User roles.

Step 2. Sign Up for the Medi-Cal Rx Subscription Service (MCRxSS)

Sign Up for the Medi-Cal Rx Subscription Service (MCRxSS)

The MCRxSS is a free service that keeps you 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.

Resources

[Medi-Cal Rx Subscription Service \(MCRxSS\) Flyer](#)

Step 3. Request a SabaSM Learning Management System (LMS) Navigation Session

Request a Saba Learning Management System (LMS) Training

Saba LMS is the one-stop shop for Education and Outreach information for Medi-Cal Rx pharmacy providers and prescribers. Topics to be covered during the Saba training sessions include how to view the Education and Outreach Events Calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness.

Resources

- [Medi-Cal Rx Saba Provider Job Aid](#)
- [YouTube Highlights](#)
- Specific dates and training sessions for providers to enroll in Saba LMS training: [Saba Training Calendar](#)
- [Medi-Cal Rx Training Flyer](#)
- [Medi-Cal Rx Contact Information](#)



- Use Google ChromeSM when accessing Saba to avoid issues accessing content.
- Please help enhance future trainings by participating in the course evaluation after each course is successfully completed.

Step 4. Medi-Cal Rx Transition, Resources, and Provider Portal Training

Medi-Cal Rx Transition, Resources, and Provider Portal Training

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

Medi-Cal Rx Transition and Resources Webinar – Medi-Cal Rx Implementation and changes for Prescribers

Resources

- Specific dates and training sessions for providers will be posted in the [Saba Training Calendar](#)
- [Medi-Cal Rx Contact Information](#)
- [Medi-Cal Rx Provider Manual](#)

Step 5. Prior Authorization (PA) Training

Prior Authorization (PA) Training

A PA, previously known as a Treatment Authorization Request (TAR), requires providers to obtain approval before rendering pharmacy services such as prescriptions. This training will be intended for pharmacy providers and prescribers that plan to use the new Medi-Cal Rx Secured Provider Portal to submit PAs.

Resources

- [Medi-Cal Rx Prior Authorization \(PA\) Job Aid](#)

- Specific dates and training sessions for providers to enroll in PA training: [Saba Training Calendar](#)
- [Medi-Cal Rx Contract Drugs List](#)
- [Medi-Cal Rx Options for PA Submission Guide](#)
- [Five Ways to Submit a Prior Authorization \(PA\) Flyer](#)
- [PA Case Review Process Flyer](#)
- [Medi-Cal Rx Contact Information](#)

If you have questions, please contact us: MediCalRxEducationOutreach@magellanhealth.com.

19. Pharmacy Training Checklist

Gain Access to the Medi-Cal Rx Secured Provider Portal

This checklist is a step-by-step guide to gaining access to the Medi-Cal Rx Secured Provider Portal and the trainings to follow.

Step 1: Register via the User Administration Console (UAC)

All Medi-Cal Rx pharmacy providers, prescribers, and their staff will need to register via the UAC application to access the secured area of the Medi-Cal Rx Provider Portal.

Note: To move on to Step 2, you will need to successfully complete all of Step 1.

Registration Steps

1. Request a personal identification number (PIN) – Visit [UAC](#) and click the **Register** tile.
2. Receive a PIN – PIN will be sent by USPS.
3. Register with your PIN – Return to [UAC](#) and click the **Complete Registration** tile.
4. Validate your account – Click the activation link in your email.
5. Add Users and User Roles – Within [UAC](#), add your organization’s users and assign their roles.

Resources

- [UAC Quick Start Guide](#)

- YouTube Highlight: [UAC Tutorial #1 – Start Registration Process](#)
- YouTube Highlight: [UAC Tutorial #1a – Alternate Address Instructions](#)
- YouTube Highlight: [UAC Tutorial #2 – Complete Registration](#)
- YouTube Highlight: [UAC Tutorial #3 – Granting Access for Yourself and Staff](#)
- [Navigating the Medi-Cal Rx Web Portal Flyer](#)
- [Getting Started with Medi-Cal Rx Flyer](#)
- [Medi-Cal Rx Subscription Service \(MCRxSS\) Flyer](#)
- [Medi-Cal Rx Contact Information](#)



- Assign roles to the Delegated Administrator account prior to adding your staff to Standard User roles.

Step 2: Sign Up for the Medi-Cal Rx Subscription Service (MCRxSS)

The MCRxSS is a free service that keeps you 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 Secured Provider Portal.

Resources

[Medi-Cal Rx Subscription Service \(MCRxSS\) Flyer](#)


Step 3: Request a SabaSM Learning Management System (LMS) Training Session

The Saba LMS is a one-stop shop for Medi-Cal Rx pharmacy providers and prescribers seeking Education and Outreach information. Topics to be covered during the Saba training sessions include how to view the Education and Outreach events calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness.

Resources

- [Medi-Cal Rx Saba Provider Job Aid](#)

- [YouTube Highlights](#)
- Specific dates and training sessions for providers to enroll in: [Saba Training Calendar](#)
- [Training Information Flyer](#)
- [Medi-Cal Rx Contact Information](#)



- Use Google Chrome when accessing Saba to avoid issues accessing content.
- Please help us improve our future trainings by participating in the course evaluation after each one is successfully completed.

Step 4. Medi-Cal Rx Transition, Resources, and Provider Portal Training

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

- **Session 1:** Medi-Cal Rx Implementation and Changes Affecting Providers
- **Session 2:** Point-of-Sale (POS) Technical and Operational Readiness
- **Session 3:** Claims Submission and Finance Information

Resources

- Specific dates and training sessions for pharmacy providers will be posted in the [Saba Training Calendar](#)
- [Medi-Cal Rx Contact Information](#)
- [Medi-Cal Rx Provider Manual](#)

Step 5: Prior Authorization (PA) Training

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

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

Resources

- [Medi-Cal Rx Prior Authorization \(PA\) Job Aid](#)
- Specific Dates and Training Sessions for providers to enroll in PA Training: [Saba Training Calendar](#)
- [Medi-Cal Rx Contract Drugs List](#)
- [Medi-Cal Rx Options for PA Submission Guide](#)
- [Five Ways to Submit a Prior Authorization \(PA\) Flyer](#)
- [PA Case Review Process Flyer](#)
- [Medi-Cal Rx Contact Information](#)
- [Customer Service Center \(CSC\) Main Menu Prompt Options Flyer](#)

Step 6. Web Claims Submission Training

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

Resources

- Specific dates and training sessions for providers to enroll in Web Claims Submission Training: [Saba Training Calendar](#)
- [Medi-Cal Rx Finance Portal Job Aid](#)
- [Customer Service Center \(CSC\) Main Menu Prompt Options Flyer](#)
- [Payer Sheet](#)
- [Billing Tips – Web Version](#)
- [Medicare Remit Easy Print \(MREP\) Software](#)
- [Medi-Cal Rx Contact Information](#)

If you have questions, please contact us: MediCalRxEducationOutreach@magellanhealth.com.