



Daily Office Hour Sessions

January 31, 2022

Pharmacy providers and prescribers can join Medi-Cal Rx's Daily Office Hour sessions. These daily [Zoom Meetings](#) are hosted by the Medi-Cal Rx Education & Outreach Pharmacy Service Representatives (PSRs) Monday–Friday, 12:00 p.m.–1:00 p.m. PST (except holidays).

Medi-Cal Rx's Daily Office Hour sessions are held to support providers with the User Administration Console (UAC) registration and account troubleshooting.

For prior authorization (PA) or claims-related questions, email the Education & Outreach mailbox at MediCalRxEducationOutreach@magellanhealth.com. Include the following information securely with your inquiry.

Emailing Education & Outreach – Inquiry Requirements	
Claims	Prior Authorization
<ul style="list-style-type: none">• Claim submission method:<ul style="list-style-type: none">– Point Of Sale (POS)– Medi-Cal Rx Secured Provider Portal– Paper (Fax/Mail)• Drug Name• Claim Number• Reject Code• Patient Member ID• Patient First & Last Name• Patient Date of Birth• Screenshots of your claim	<ul style="list-style-type: none">• PA submission method:<ul style="list-style-type: none">– Medi-Cal Rx Secured Provider Portal– CoverMyMeds® (CMM)<ul style="list-style-type: none">• CMM 8-character reference key– POS – P4 Transaction– Paper (Fax/Mail)• Drug Name• PA Number• Patient Member ID• Patient First & Last Name• Patient Date of Birth• Screenshots of your PA submission