



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