



Update: Drug Utilization Review Claim Edits Will Not be Reinstated on May 1, 2022

April 29, 2022

The Department of Health Care Services (DHCS) and Magellan Medicaid Administration, Inc. (MMA) have undertaken the following series of actions to strengthen the Medi-Cal Rx project organization and support continuous process improvement:

- A project review has been conducted.
- Additional experienced project leaders have been added to both the State and MMA teams.
- A revised governance structure to support a more integrated approach for project management has been established.

As a result of this project review, the Medi-Cal Rx team is engaged in process improvement, training, and technical fixes to enhance operational efficiency and effectiveness. Feedback from our engagements has informed DHCS in review of policy, programmatic, and operational concerns and contributes to planning for the path forward. Therefore, **Drug Utilization Review (DUR) edits originally proposed to be reinstated May 1, 2022, will not take place.** Additional mitigations (i.e. claim edits and prior authorization [PA] requirement suspensions), as well as the transition policy, will remain in effect until further notice. Medi-Cal Rx will undertake a robust communication and education plan before any changes are executed.

Please continue to monitor the [Medi-Cal Rx Web Portal](#) as additional alerts and bulletins are published. More information will be provided in the coming weeks. If you have not done so already, please consider signing up for the [Medi-Cal Rx Subscription Service](#) to automatically receive updates.

We appreciate your patience and partnership as we develop the blueprint for this next stage of Medi-Cal Rx.

Contact Information

The Medi-Cal Rx Customer Service Center (CSC) can be contacted at 1-800-977-2273. The CSC is available 24 hours a day, 7 days a week, 365 days per year.