



Pharmacy Training Checklist

April 22, 2022

This pharmacy provider training checklist is recommended as a way to develop a comprehensive understanding of Medi-Cal Rx and its training opportunities.

Register for the User Administration Console

All Medi-Cal Rx pharmacy providers and their staff are recommended to register for the User Administration Console (UAC) to access the Medi-Cal Rx Secured Provider Portal.

Resources to Assist with UAC Registration

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

Sign Up for the Medi-Cal Rx Subscription Service

The free [Medi-Cal Rx Subscription Service](#) (MCRxSS) keeps you up to date on the latest [Medi-Cal Rx Bulletins & News](#). Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the [Medi-Cal Rx Provider Portal](#).

Request a SabaSM Learning Management System Training Session

The SabaSM Learning Management System (LMS) is a one-stop shop for Medi-Cal Rx pharmacy providers seeking Education & Outreach (E&O) training. Refer to the [Medi-Cal Rx SabaSM Provider Job Aid](#) for detailed instruction to navigate and access SabaSM. To enroll for trainings in SabaSM, UAC registration is required, and you must be granted the SabaSM LMS role. To avoid issues loading SabaSM content, use the Google web browser.

Participate in the Medi-Cal Rx 101 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 what has changed, and a high-level overview of claims and prior authorization (PA) submissions. Instructor-led training sessions can be found in the [SabaSM Training Calendar](#). Pre-recorded trainings are available on the [Medi-Cal Rx YouTube Channel](#).

Participate in PA Training

A PA requires providers to obtain approval before rendering certain services such as prescriptions. This training will be intended for pharmacy providers and prescribers that plan to use the Medi-Cal Rx Secured Provider Portal to submit PAs. Pre-recorded trainings are available in the [SabaSM Learning Catalogue](#) and on the [Medi-Cal Rx YouTube Channel](#).

Prior Authorization Resources

- [Medi-Cal Rx Prior Authorization \(PA\) Job Aid](#)
- [Prior Authorization \(PA\) Form \(DHCS 6560\)](#)
- [Medi-Cal Rx Contract Drugs List](#)
- [Medi-Cal Rx Options for PA Submission Guide](#)
- [PA Case Review Process Flyer](#)
- [Medi-Cal Rx Approved NDC List](#)

Participate in the 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 process prescription claims can continue to submit web claims via this channel. Pre-recorded trainings are available in the SabaSM learning catalogue and on the [Medi-Cal Rx YouTube Channel](#).

Claims Resources

- [Medi-Cal Rx Web Claims Submission \(WCS\) User Guide](#)
- [Medi-Cal Rx Provider Claim Inquiry Form \(DHCS 6570\)](#)
- [Medi-Cal Rx Finance Portal Job Aid](#)
- [Medi-Cal Rx NCPDP Payer Specification Sheet](#)
- [NCPDP Reject/Error Codes](#)
- [Billing Tips – Web Version](#)
- [Medicare Remit Easy Print Software for EDI 835 Files](#)
- [Claim Submission Reminders](#)
- [Medi-Cal Rx Compound Claim Processing Billing Tips](#)

Additional Resources

- [Medi-Cal Rx Provider Manual](#)
- [Medi-Cal Rx Contact Information](#)
- [Customer Service Center \(CSC\) Main Menu Prompt Options Flyer](#)

Contact Information

- You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.
 - Hearing-impaired callers can select option 7 for TTY.
- For training support, contact a Pharmacy Service Representative (PSR) at MediCalRxEducationOutreach@magellanhealth.com.