



Prior Authorization Status Notifications

April 11, 2022

After a pharmacy provider or prescriber submits a prior authorization (PA), Medi-Cal Rx will adjudicate all PA requests within 24 hours of receipt for either an approval, deferral, or denial recommendation to the Department of Health Care Services (DHCS).

Note: Visibility of a PA result on either the [Medi-Cal Rx Provider Portal](#) or the [CoverMyMeds®](#) (CMM) portal may take up to 24 hours. The PA submitter will then receive one of the following notifications based on submission method:

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- If a pharmacy provider submits a National Council for Prescription Drug Programs (NCPDP) P4 transaction, a P3 inquiry can be performed to get the status of the submission.
 - The status of a P4 transaction will be available on the [Medi-Cal Rx Provider Portal](#).
- If a prescriber submits an electronic prior authorization (ePA) via [CMM](#) and it is approved, the prescriber will be notified in real time in the [CMM portal](#).
 - The status of a CMM-submitted PA will be available on the [Medi-Cal Rx Provider Portal](#).
- If a provider submits an ePA via the [Medi-Cal Rx Provider Portal](#), the provider will receive an electronic notification upon successful submission of the ePA.
 - A confirmation page will display the message, **“Your Prior Authorization request has been submitted successfully!”**
- If a provider submits a PA via fax or mail, the submitter will be notified via fax. A failed fax will trigger a mailed letter.
 - The status of a faxed or mailed PA will be available on the [Medi-Cal Rx Provider Portal](#).

The following table shows the PA status and its status note that will display on the [Medi-Cal Rx Provider Portal](#) for all submission methods.

Prior Authorization Status	
Displayed Status	Prior Authorization Status Note
In Progress	Additional info needed. View PA response in Portal.
	PA request is in progress.
Approved	PA request is approved as requested.
	PA request is approved with modification(s).
Change in Therapy	Provider selected alternate therapy.
Denied	PA request has been denied.
No PA Required	PA not required at this time; case closed.

Contact Information

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