



Medi-Cal Rx Operational Updates

May 5, 2022

Since February 2022, Medi-Cal Rx has stabilized the Medi-Cal Rx Customer Service Center (CSC) and prior authorization (PA) operations. The Department of Health Care Services (DHCS) and Magellan Medicaid Administration, Inc. (MMA) have also engaged in an intensive planning process for phased reinstatement of claim edits and PA requirements. As previously communicated, claim edits originally proposed to be reinstated May 1, 2022, will not occur until the education and outreach efforts have been completed.

180-Day Transition Policy

When Medi-Cal Rx launched, a 180-day transition policy was implemented to reduce the impact of the transition on Medi-Cal beneficiaries by extending their previously approved prescriptions, with or without previously approved PAs, through July 1, 2022. Medi-Cal Rx will continue to utilize historical PA and claim data for the transition policy beyond July 1, 2022. DHCS and MMA are evaluating the appropriate time to terminate this transition policy and will provide detailed information in the coming weeks. Stakeholders will be notified 90 days prior to the retirement of the 180-day transition policy.

Special Populations Clinician Liaison Team

Utilizing feedback from various stakeholders, Medi-Cal Rx has created a Special Populations Clinical Liaison (SPCL) Team within the (CSC) that has been trained to serve the specific needs of populations enrolled in California Children's Services, the Genetically Handicapped Persons Program, and those who have specialty behavioral health conditions. This team is comprised of pharmacy technicians and pharmacists.

Starting Monday, May 9, 2022, the SPCL Team will be available Monday through Friday, 8:00 a.m. to 8:00 p.m., excluding holidays, and will serve beneficiaries, providers, and county users who are able to authenticate and discuss Protected Health Information for the given beneficiary.

Medi-Cal Rx is committed to delivering timely and safe pharmacy services to Medi-Cal beneficiaries and providers across California. DHCS and Magellan appreciate your partnership.