



Medi-Cal Rx Point-of-Sale Messaging Update

June 22, 2022

Background

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. As with each successive wave and phase of the reinstatement process, including the phasing out of the transition policy, DHCS will evaluate the impact of prior changes and assess for operational readiness to determine when the next wave or phase can be implemented. DHCS has committed to providing stakeholders with 90-day advance notification prior to phasing out the transition policy.

What is Happening?

Change in Point-of-Sale Messaging

To align with the extension of the 180-Day transition policy, messaging at the point of sale will be changed from *"This request falls under the Medi-Cal Rx Transition Policy, currently PA is not required. After 7/1/2022, the medication submitted will require a Medi-Cal Rx PA for payment."*

to "The existing Medi-Cal Rx Transition Policy for claims coverage has been extended beyond 6/30/22. A PA for this benefit/drug is not required at this time. A provider notice will be published 90 days before the Medi-Cal Rx Transition Policy is phased out."

Questions?

For claims or PA assistance, 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.

You can also submit questions via email to Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.

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