CoverMyMeds: Provider Support

September 27, 2022

Medi-Cal Rx would like to remind and inform pharmacy providers and prescribers about the functionalities of CoverMyMeds® and how to seek assistance from CoverMyMeds and Medi-Cal Rx regarding Prior Authorization (PA) submissions. CoverMyMeds is the preferred platform for PA submission to Medi-Cal Rx; refer to the following alert for [Prescriber Advantages of Using CoverMyMeds for Medi-Cal Rx PA Requests](#).

Facts About CoverMyMeds

- Medi-Cal prescribers who are registered with CoverMyMeds can submit an electronic PA request utilizing CoverMyMeds to Medi-Cal Rx.
    - Requests interact in real time, lowering administrative burden.
    - The system gathers the specific clinical information required by asking the prescriber questions and minimizing the need for additional outreach.
    - Clinical information submitted by the prescriber may allow for real-time PA approvals.
    - Covered alternatives are often presented in real time to assist prescribers.
- Medi-Cal pharmacies who have integrated with CoverMyMeds can initiate a PA request to CoverMyMeds on behalf of the prescriber.
    - When the PA is initiated, it is placed in the prescriber's CoverMyMeds queue for review and submission to Medi-Cal Rx.
- The CoverMyMeds submission channel allows for providers to submit for all specialty medications.
- PA requests for controlled substances scheduled II, III, IV, and V may also be submitted through CoverMyMeds utilizing a digital signature. The PA request does not require a "wet"/physical signature.

- If a PA request is not required for the beneficiary and drug, messaging will be returned in real time to inform the submitter.
    - When a PA is submitted via CoverMyMeds, Medi-Cal Rx systems run a trial adjudication and can determine if the beneficiary has claims history or a grandfathered PA to indicate that the drug falls within the [Medi-Cal Rx Pharmacy Transition Policy](#) for that beneficiary.
- For PA requests submitted via CoverMyMeds, the status of the PA request is available via CoverMyMeds and the Medi-Cal Rx Provider Portal. If the request is denied by the Department of Health Care Services (DHCS), the PA submitter will also receive notification by fax or U.S. Mail.
- CoverMyMeds is integrated with more than 500 Electronic Health Record (EHR) vendors. This means that submitting an electronic PA may be done within the provider's EHR if integrated.
- When submitting a PA request through CoverMyMeds, the PA request will stay in the CoverMyMeds portal as a work in progress until it is completed and "Send to Plan" is selected. Be sure to finalize submission with "Send to Plan."

Provider Support from CoverMyMeds

When to Contact CoverMyMeds

- CoverMyMeds login or account-related questions:
    - How to allow multiple staff members to manage PA requests for multiple prescribers in the same office while having unique secure logins.
- Questions or issues with submitting PA requests from within the CoverMyMeds user interface:
    - If you need help with a live walk-through on how to create and send a request.
    - If you need help with a live walk-through on how to complete a PA request started by a pharmacy.
- EHR integration questions or troubleshooting.

How to Contact CoverMyMeds:

- Live Support: 1-866-452-5017
  - Monday – Friday, 8 a.m. – 11 p.m. ET
  - Saturday, 8 a.m. – 6 p.m. ET
- Chat feature in the bottom right corner of CoverMyMeds.
- General questions? Providers can refer to: [Frequently Asked Questions on the CoverMyMeds website](#).

Additional Support from Medi-Cal Rx

In addition to CoverMyMeds support, Medi-Cal Rx is committed to assisting providers with resolution of CoverMyMeds PA issues. Send a secured email to Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com or call the Customer Service Center (CSC) at 1-800-977-2273. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days per year.

Provide the following documentation if available when requesting assistance. Indicate that the PA submission was made via CoverMyMeds and include the 8-character alpha numeric CoverMyMeds reference key with description of the issues, including the following:

- 14-digit beneficiary ID
- Beneficiary first and last name
- Beneficiary date of birth
- Date of submission
- Exact error message (if presented)
- Screenshots of the issue
- Date/time and representative name (if CoverMyMeds support has already been received)