Medi-Cal Rx IVR Enhancement to Enable Additional Self-Service Option!

December 20, 2022

Medi-Cal Rx is pleased to announce that an enhancement has been made to its Customer Service Interactive Voice Response (IVR) system (phone number is 1-800-977-2273) by providing self-service for prior authorization (PA) status.

For both pharmacy calls (option 2) and prescriber calls (option 3), the IVR now has an option to select if you are calling about "PA Status." Select "PA Status" from the menu if you are calling to find out the status of a PA that you have already submitted through one of the proper channels described in *Five Ways to Submit a Prior Authorization (PA)*.

Note: PAs have a 24-hour turn-around time and the status of all PAs is also available utilizing a pharmacy provider's National Provider Identifier (NPI) in the Medi-Cal Rx Provider Portal once logged in.

When you call the Medi-Cal Rx Customer Service Center (CSC) and select the option for PA Status, the system prompts you to enter the beneficiary's date of birth and first eight digits of the cardholder identification number. If the beneficiary is found, the system does a 7-day look back for open or decisioned PAs for the given beneficiary. The system provides status on up to three PAs found that have one of the following statuses:

• Approved

• Denied

• In Process/Under Review

If no PAs, or more than three PAs are found, the system automatically routes to a Customer Service Representative (CSR).

If up to three PAs are found that meet the above specifications, the system reads the status of each PA found.

DHCS – Medi-Cal Rx IVR Enhancement to Enable Additional Self-Service Option!

12/20/2022

Once your first inquiry is completed, the system will prompt you to complete one of the following actions:

• Hang up.

• Press 1 to repeat the information.

• Press 2 to return to the IVR menu.

• Press 3 to route to a CSR for additional inquiries.

Contact Information

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

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.