



Prior Authorization Submission in Advance of the Retirement of the Transition Policy – Processing Issue Resolved

March 24, 2023

What Pharmacy Providers and Prescribers Need to Know

Effective February 24, 2023, pharmacy providers and prescribers could submit prior authorizations (PAs) to Medi-Cal Rx in advance of the Retirement of the Transition Policy. However, Medi-Cal Rx identified an internal processing issue that caused PA requests submitted in advance of the Retirement of the Transition Policy to close prior to review.

Medi-Cal Rx has resolved this processing issue. Medi-Cal Rx is now processing PA requests in advance of the Retirement of the Transition Policy correctly for beneficiaries 22 years of age and older with historical paid claims for drugs/products, excluding enteral nutrition.

Medi-Cal Rx is actively reviewing potentially impacted PA submissions and conducting outreach to providers. If you believe you were impacted by this processing error, resubmit the PA request to Medi-Cal Rx today.

What Pharmacy Providers and Prescribers Need to Do

If, in response to a PA submission in advance of the Retirement of the Transition Policy, a pharmacy provider or prescriber received a faxed PA response that did not indicate a status of approve, defer, or deny, or if the PA was blocked from submission, the PA should be resubmitted to Medi-Cal Rx using any of the five approved PA submission methods:

- [CoverMyMeds®](#)
- [Medi-Cal Rx Secured Provider Portal](#)
- NCPDP P4 Transaction
- Fax
- U.S. Mail

Resources

For more information about Medi-Cal Rx Reinstatement, visit the [Medi-Cal Rx Education & Outreach](#) page on the [Medi-Cal Rx Web Portal](#) and select **Medi-Cal Rx Reinstatement**.

For more information regarding Retirement of the Transition Policy, refer to the [Submitting Prior Authorization Requests in Advance of Retirement of the Transition Policy](#) alert.

Contact Information

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.

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

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