



Prior Authorization Submission Processing – System Issue Resolved

July 13, 2023

What Pharmacy Providers and Prescribers Need to Know

On July 12, 2023, Medi-Cal Rx experienced a system issue which affected the processing of prior authorizations (PAs) submitted on July 12, 2023. The system issue has been resolved.

What Pharmacy Providers and Prescribers Need to Do

If pharmacy providers or prescribers submitted a PA on July 12, 2023, but have not had further action on their PA submission, the PA should be resubmitted to Medi-Cal Rx using any of these five approved PA submission methods:

- CoverMyMeds®
- Medi-Cal Rx Secured Provider Portal
- NCPDP P4 Transaction
- Fax
- U.S. Mail

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.