



Prior Authorization Submission Using the Electronic Health Record to Initiate an Electronic Prior Authorization Request via CoverMyMeds®

August 1, 2023

What Prescribers Need to Know

An issue was identified with the electronic prior authorization (ePA) process when submitted from an electronic health record (EHR) where prescribers would receive a message stating that eligibility could not be found, and that the request would automatically be converted to a manual fax process for review by Medi-Cal Rx. This issue has been resolved.

What Prescribers Need to Do

Prescribers do not need to take any action. Requests submitted prior to the issue resolution converted to fax and were reviewed upon submission. This issue will no longer occur on ePAs submitted from an EHR to CoverMyMeds.

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.