Medi-Cal Rx: CoverMyMeds® How-To Guide

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CoverMyMeds® Overview

The CoverMyMeds prior authorization (PA) submission channel allows pharmacies to initiate and prescribers to initiate and submit PA requests. CoverMyMeds presents covered alternatives directly to the prescriber, allowing the ability for real-time approvals.

Creating an Account

1. Go to http://www.covermymeds.health.
2. Click the **Create an Account** link in the upper right-hand corner of the screen.
3. Fill out the "Create Account" form.
4. Verify all prescribers you work with to ensure you receive all PA requests electronically.

Note: With the CoverMyMeds verification feature, PA requests initiated by a pharmacy with a prescriber's National Provider Identifier (NPI) number that has been verified to your account will automatically appear on your Dashboard. You may verify any number of NPI numbers to your account.

Prior Authorization Request

1. On your CoverMyMeds Dashboard, click the **blue box** on the left that reads "New Request."
2. Enter the medication name and choose the strength from the drop-down menu.
3. Enter the member's state.
4. Enter the BIN, Processor Control Number (PCN), and RxGroup number for the Medi-Cal Rx member as follows:

   – BIN: 022659
   – PCN: 6334225
   – RxGroup: MEDICALRX

     • If the member's current insurance card is not available, you may enter Medi-Cal as well. The CoverMyMeds site also features a "Find a Plan" page to determine coverage plans.

5. CoverMyMeds will prompt for additional information to process the PA as needed.

Note: The BIN, PCN, and RxGroup numbers will yield the most accurate results. If more than one form populates, choose the one that best fits the member's circumstance.

Renewal

1. From the Search tab on your Dashboard, open the request that you would like to renew and click the **Renew** button on the left panel; then click the **Create Renewal** button.
2. After the new request appears, review each section and update the information where needed. Click the **blue boxes** to the right of each section to confirm.
3. After checking each box, click the **Send to Plan** button.

Note: A key (or Request Key) is a six-character alphanumeric code that identifies one specific request. The Key is located at the top of the page in the blue bar after you open a request.

Additional Resources

- **CoverMyMeds Support Center:** 1-866-452-5017
- **Medi-Cal Rx Web Portal:** www.medi-calrx.dhcs.ca.gov
- **CoverMyMeds Website:** http://www.covermymeds.health

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@primetherapeutics.com.