Medi-Cal Rx Portal Prior Authorization Request Job Aid

April 21, 2021; Last Updated March 28, 2025

1.0 Overview

A prior authorization (PA) request is a process by which providers obtain approval before rendering certain services or drugs. Registered pharmacy providers and prescribers can log in to the Medi-Cal Rx Secured Provider Portal to submit PA requests via the Medi-Cal Rx Prior Authorization System (PA request system) and complete the following actions:

- Inquire about the status of PA requests
- Cancel PA requests
- Add information to existing PA requests
- Make PA Request Appeals
- Attach documents to any in-progress PA requests

Note: PA Request Appeals may also be submitted by changing the request type. Refer to *Figure 3.1-1*.

2.0 Accessing the PA Request System

Before you can access the PA request system, you must first register for the Medi-Cal Rx Secured Provider Portal. If you have not completed registration, refer to the *User Administration Console (UAC) Quick Start Guide* for instructions.

1. Once you have completed registration, access the PA request system by logging in to the Medi-Cal Rx Secured Provider Portal. Once you log in, the page displays the National Provider Identifier (NPI) on whose behalf you are working. Refer to *Figure 2.0-1*.
2. If submitting PA requests on behalf of multiple NPIs, choose the relevant provider by selecting the **Pencil** icon after the NPI. Refer to *Figure 2.0-1*.

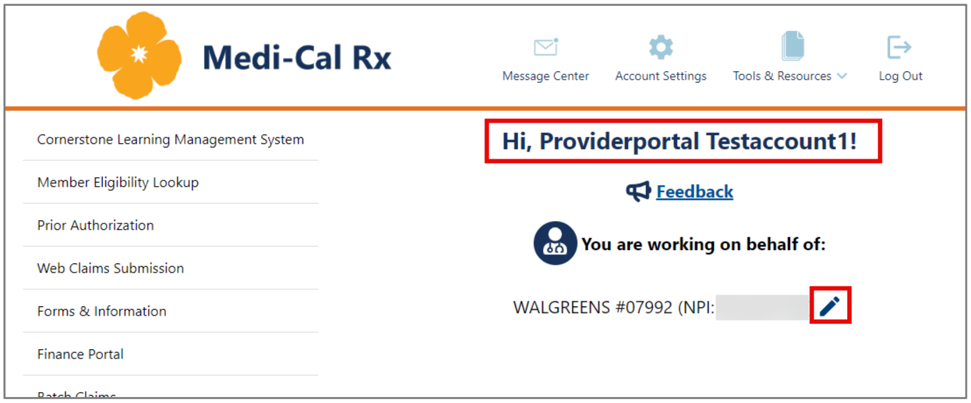

Figure 2.0-1: Secured Provider Portal

3. The Provider List pop-up box appears. Choose the radio button next to the relevant provider, and then click **SELECT**. Refer to *Figure 2.0-2*.

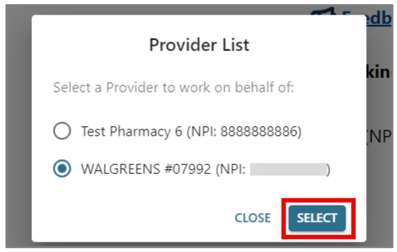

Figure 2.0-2: Provider List Pop-Up Box

4. To access the PA request system, select the **Prior Authorization** tab. Refer to *Figure 2.0-3*.

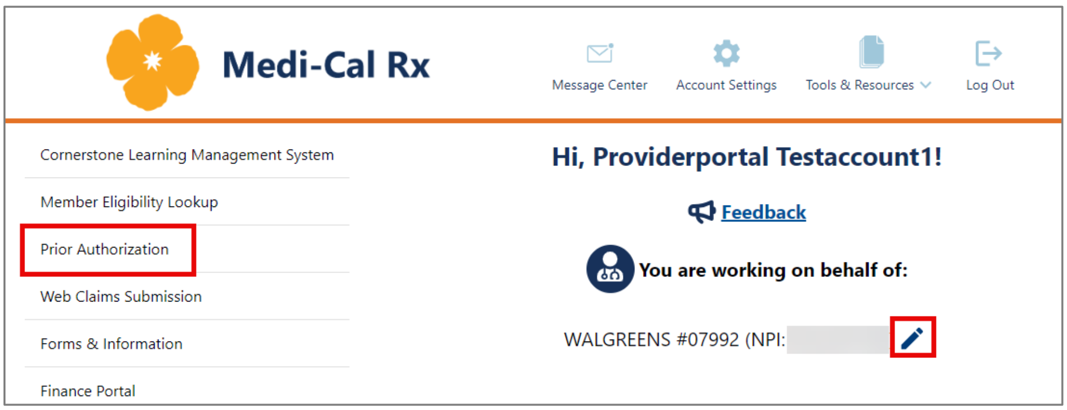

Figure 2.0-3: Prior Authorization

5. Selecting the Prior Authorization tab will take you to the PA landing page where you have five functions to choose from: Create New PA, Inquiry on PA, Cancel PA, Add Information to Existing PA, and Upload Attachments to Existing PA. Refer to *Figure 2.0-4.*
   – **Note:** A link to this job aid is provided at the bottom of the PA landing page.

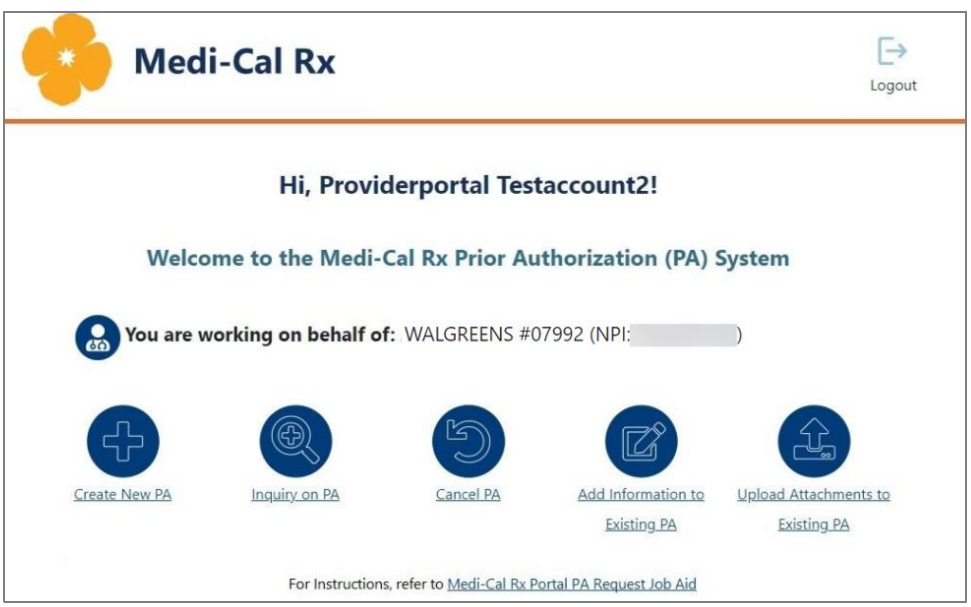

Figure 2.0-4: PA Landing Page

3.0 Creating a New PA Request

Complete the following steps to create a new PA request:

1. Select **Create New PA** from the PA landing page. Refer to *Figure 3.0-1*.

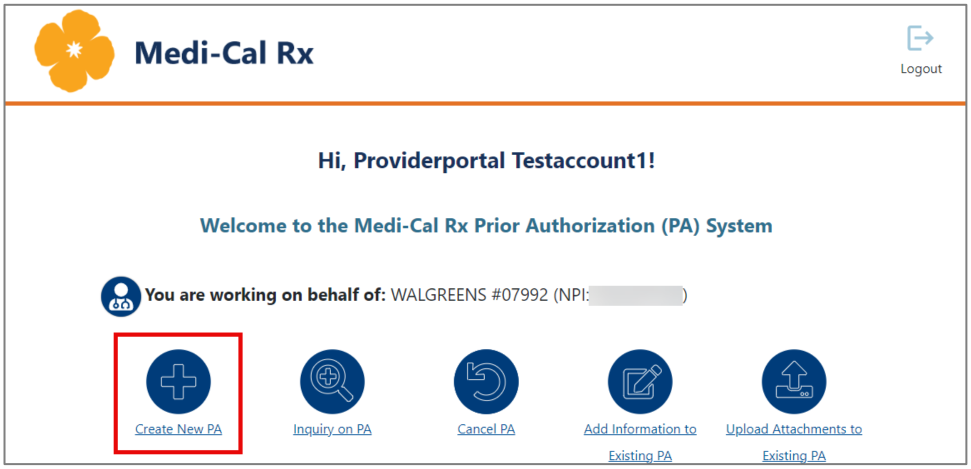

Figure 3.0-1: Create New PA Button

2. The Create New PA page loads with three options to submit a PA request. Select an option to continue using the portal:
   - **Portal:** To continue using the portal, select the **Continue to Create a New PA on the Portal** option. Refer to *Figure 3.0-2*.
   - **CoverMyMeds®:** Except for pharmacies, prescribers can navigate from the portal to CoverMyMeds to submit PA requests. To use this option, select the link or go to https://www.covermymeds.health for more information.
   - **Downloaded Form:** You can submit using a manual PA request fax form by selecting the link to download the *Medi-Cal Rx Prior Authorization Request Form* (DHCS 6560). The form is also found on the Forms & Information page on the Medi-Cal Rx Provider Portal.

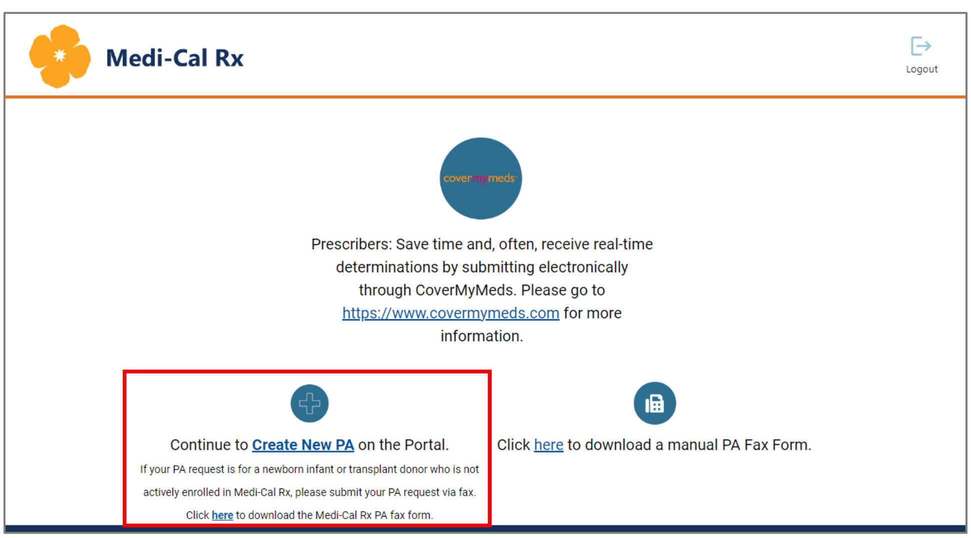

Figure 3.0-2: Create New PA Options

3. The Provider page appears with fields for entering prescriber information. Complete the required fields notated by a red asterisk (*). Once the required fields are filled out, the previously greyed out NEXT button turns blue. Select **NEXT** to proceed. Refer to *Figure 3.0-3*.
   - **Note:** If a valid prescriber NPI cannot be found based on the information provided, an error message will appear. A valid NPI must be submitted to continue with the PA request submission.

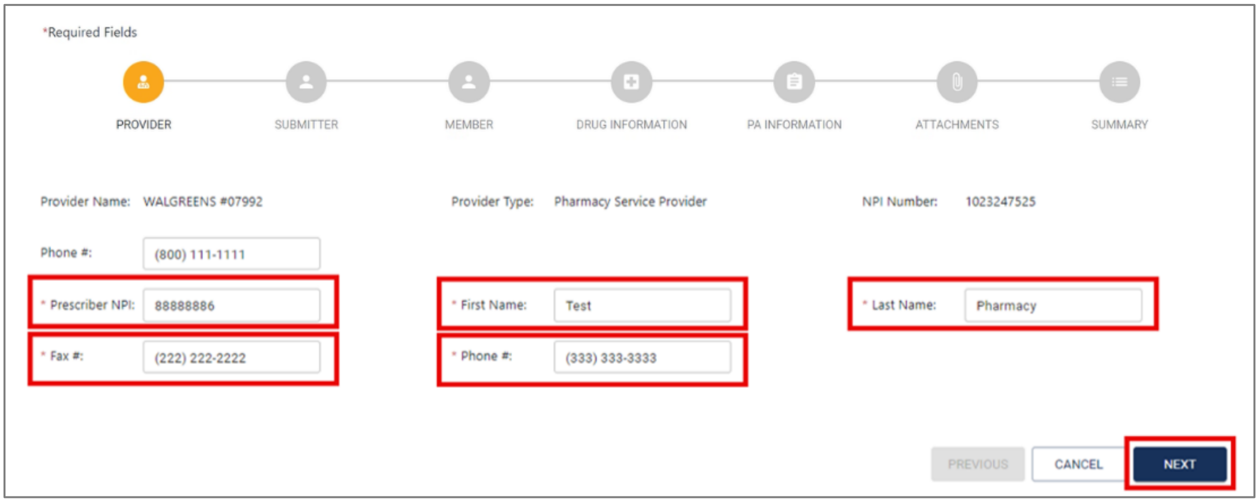

Figure 3.0-3: Provider Page with Prescriber Fields

4. The Submitter page appears. Complete the required fields notated by a red asterisk (*) and select **NEXT**. Refer to *Figure 3.0-4*.

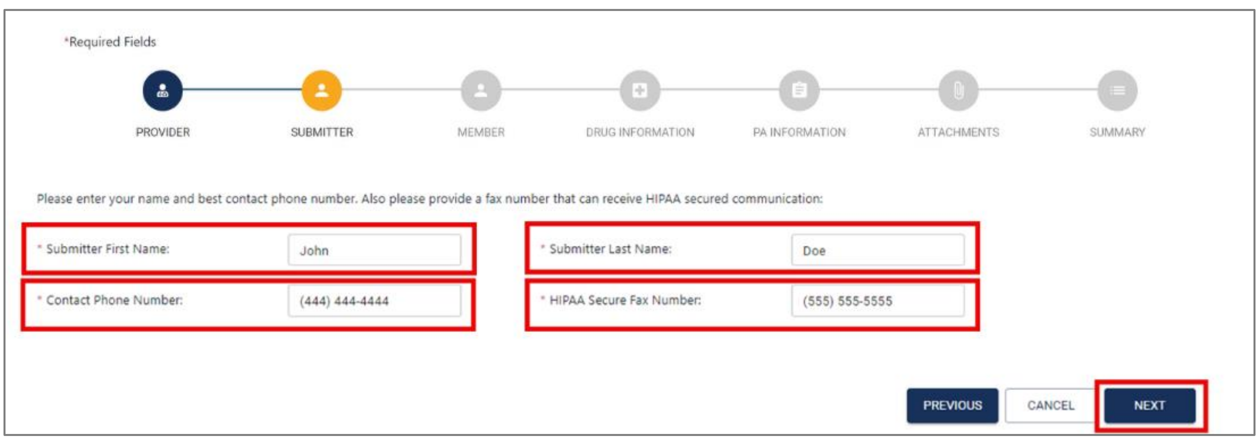

Figure 3.0-4: Submitter Information Page

5. After the Member page loads, complete the required fields notated by a red asterisk (*) and select **NEXT**. Refer to *Figure 3.0-5*. Selecting NEXT initiates a member validation check using the provided information.

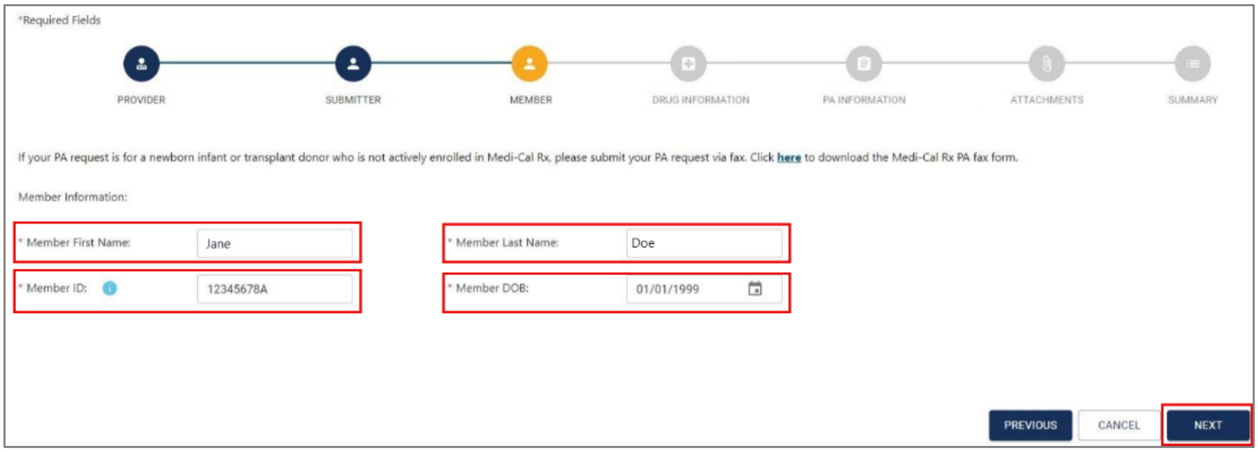

Figure 3.0-5: Member Information Page

6. If the member cannot be found based on the information provided, the following error message appears. Refer to *Figure 3.0-6.*
   – *"Member not found. Please verify Member First and Last Name, Member ID and Member DOB on the member's Medi-Cal card and try again. If the information is correct and you are still experiencing a problem, please call 1-800-977-2273."*

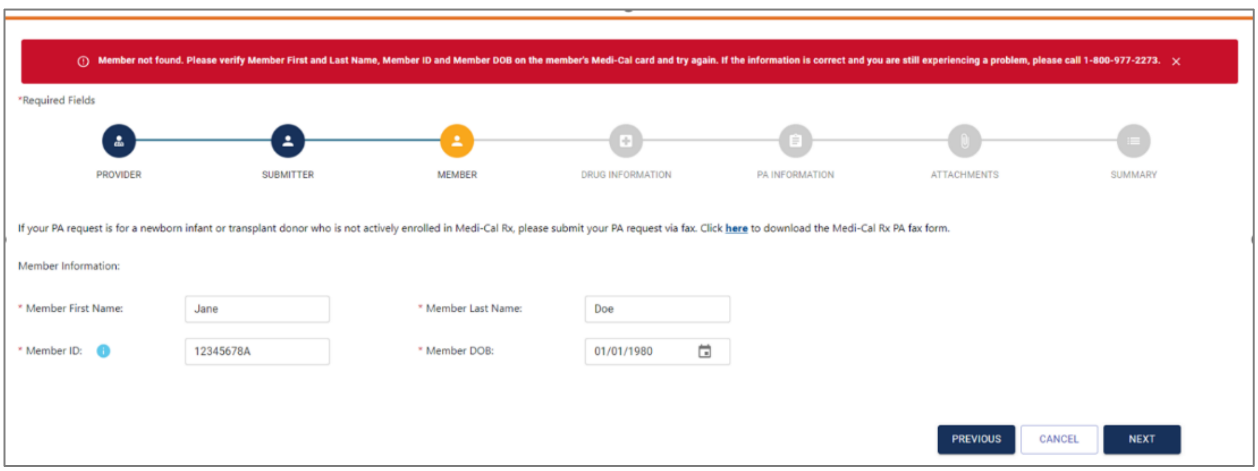

Figure 3.0-6: Error Message

7. If the member is found with the information provided, the Drug Information page loads. If the PA request is for a compound drug, go to Step 9.

8. If the PA request is for a non-compound drug, leave the defaulted radio button selection as **No**. Refer to *Figure 3.0-7*.

   – To search by drug name, select the **Drug Name** radio button. Select the appropriate drug form and strength from the drop-down menu and complete all the remaining required fields denoted by a red asterisk (*). Select the appropriate radio button to determine if the PA request should be reviewed for Substitution Not Allowed. Then select **NEXT**. Continue to Step 10.

     - **Note:** For enteral nutrition products, you must enter the 11-digit NDC.

Figure 3.0-7: Drug Information Page – Drug Name Search

   – To search by NDC, select the **NDC** radio button. Refer to *Figure 3.0-8*. Enter the 11-digit NDC. This will be required for enteral nutrition products. Complete all the remaining required fields denoted by a red asterisk (*). Select the appropriate radio button to determine if the PA request should be reviewed for Substitution Not Allowed. Then select **NEXT**. Continue to Step 10.

     - **Note:** An error message will appear if the NDC submitted is not 11 digits or is invalid.

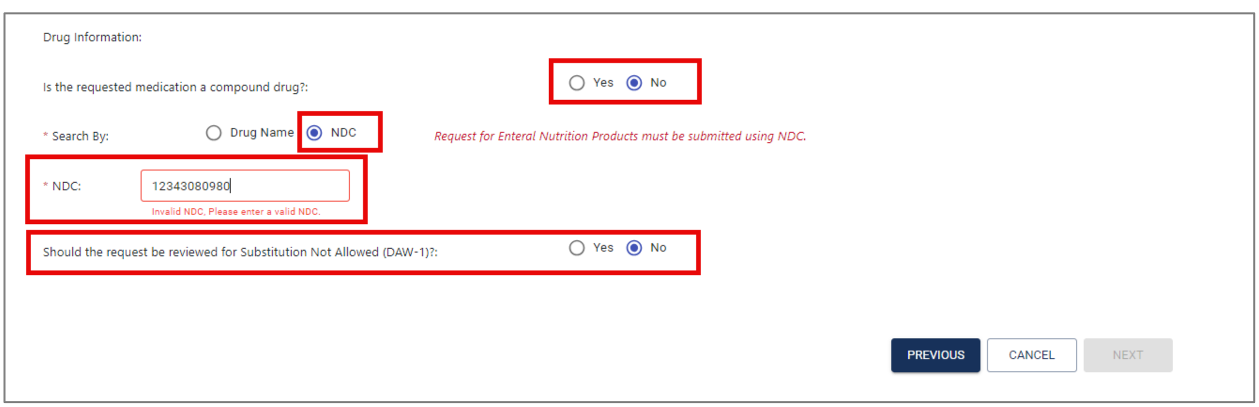

Figure 3.0-8: Drug Information Page – NDC Search

9. If the PA request is for a compound drug, have the pharmacy submit a compound claim prior to the PA request submission. Having the claim submitted first allows the PA request reviewer to accurately review medical necessity and ensure the claim being processed gets the correctly coded decision.
   If the request is approved, the PA request reviewer will be able to test trial adjudication against the initial rejected claim to ensure payment for the pharmacy. Select the **Yes** radio button and complete all the required fields denoted by a red asterisk (*). Select **NEXT**. Refer to *Figure 3.0-9*.

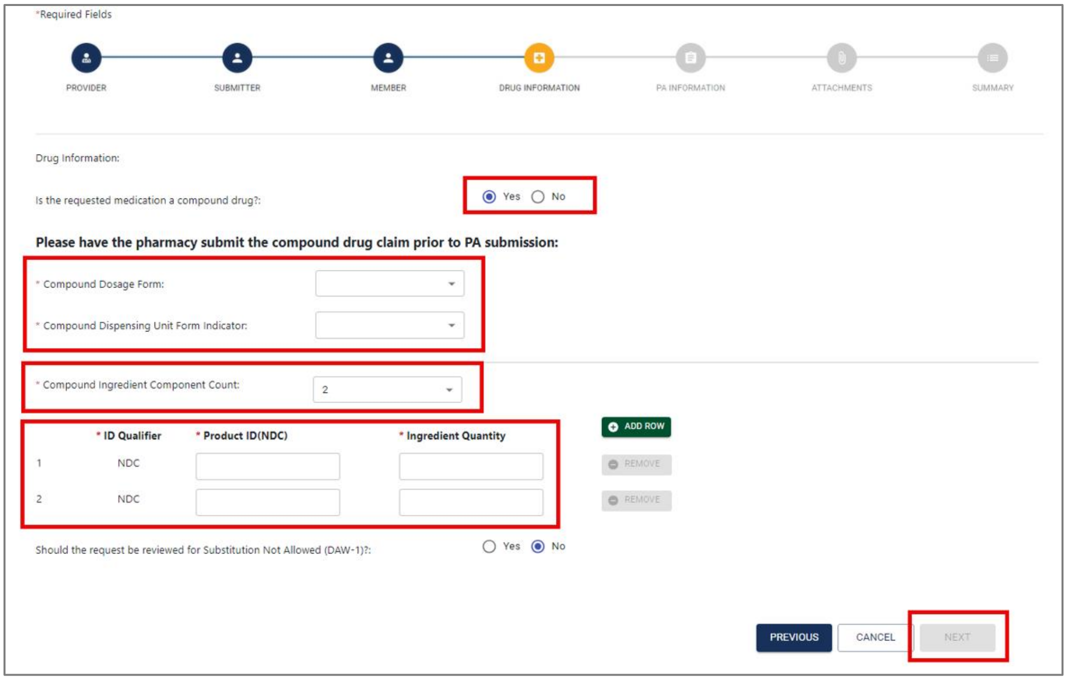

Figure 3.0-9: Compound Drug Information Page Fields

10. At this point, the system runs a trial adjudication.
    – If the member eligibility is not found, an error message will appear and you will be unable to proceed.
    – If the trial adjudication determines that the claim will pay without the need for a PA, an error message will appear at the top of the window, and the pharmacy may submit the claim. Refer to *Figure 3.0-10*.
        - **Note:** If the claim denies at the pharmacy, contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.

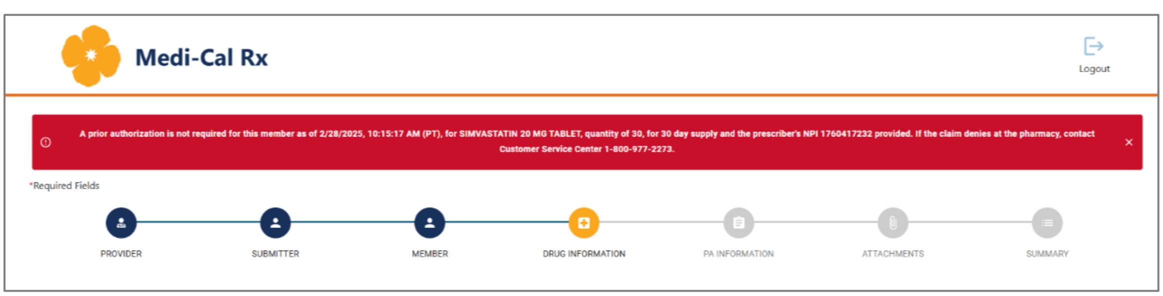

Figure 3.0-10: Error Message- PA not required

11. If eligible coverage is found and the claim will require a PA, the PA Information page will load. Complete all of the required fields denoted by a red asterisk (*). Refer to *Figure 3.0-11*.
    - Choose the appropriate location from the Member Location drop-down menu.
    - Choose the dispense as written (DAW) code from the DAW/Product Selection Code drop-down menu.
    - Select the appropriate request type from the Request Type drop-down menu.
    - Fill out the **PA Request Begin Date** and **PA Request End Date** fields.
        - **Note:** Do **NOT** use the therapy start date and end date.
    - Select **NEXT**.

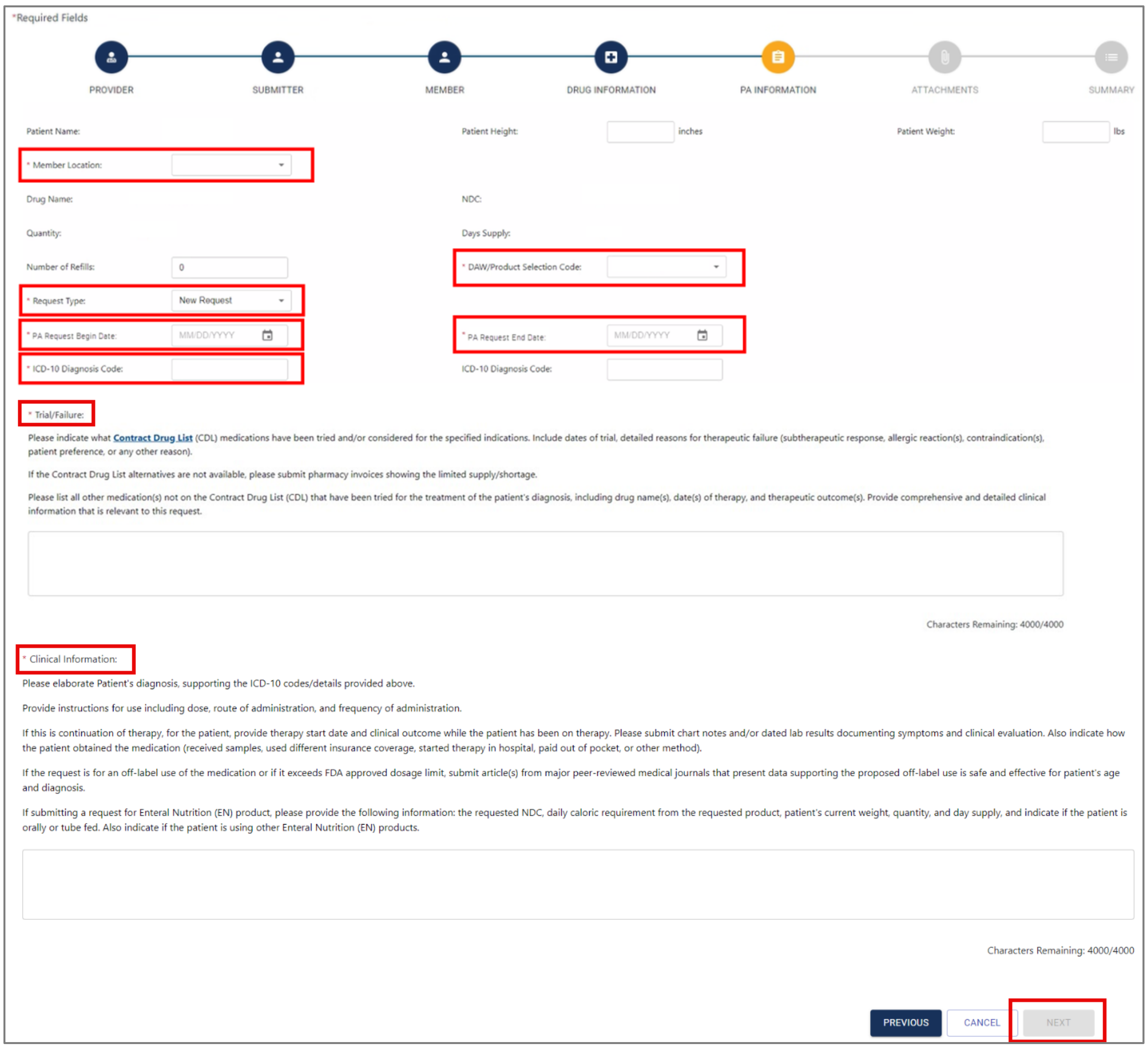

Figure 3.0-11: PA Information Page

12. The Attachments page appears. To upload attachments for the PA request, drag and drop files from your computer to the gray box or select the box to browse files. Choose up to 10 attachments (combined file sizes are not to exceed 25 MB). Once all relevant files are attached, select **NEXT**. Refer to *Figure 3.0-12*.
    - **Note:** If submitting more than 10 attachments or if attachments exceed the 25 MB limit, submit via fax to 1-800-869-4325.

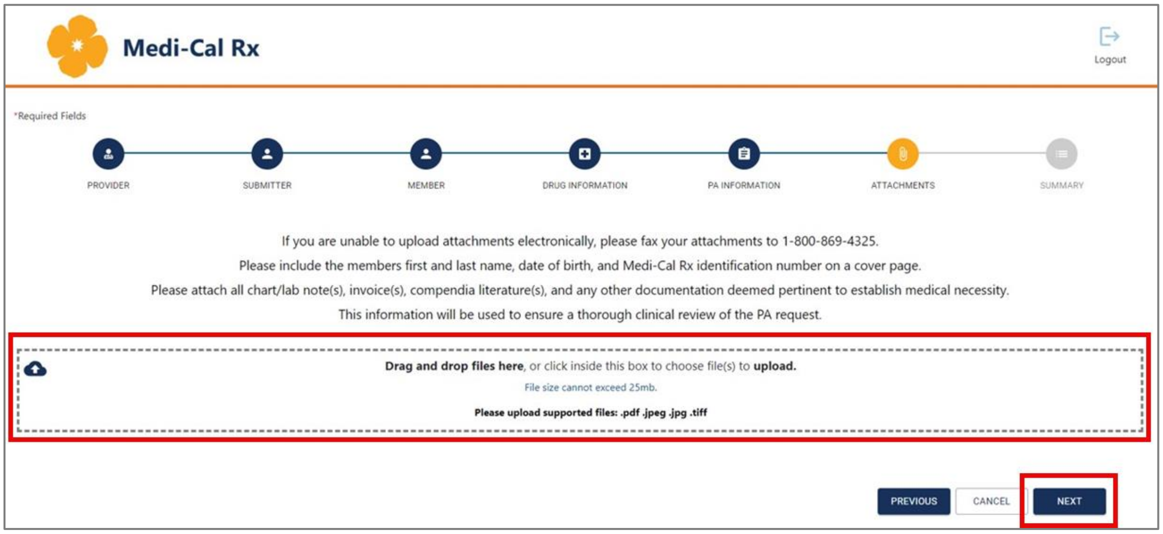

Figure 3.0-12: Attachments Page

13. The Summary page loads. Review all information for accuracy, scroll down, and then select **SUBMIT**. Refer to *Figure 3.0-13*.
    - **Note:** If a provider wishes to make changes when reviewing the Summary page, they can select the **PREVIOUS** button to return to the screen where they want to make a change.

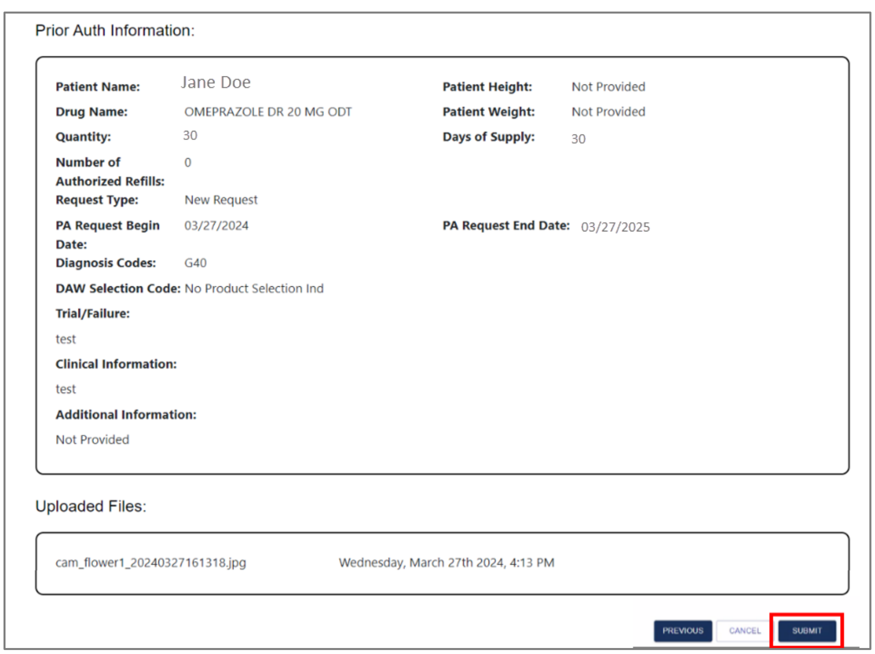

Figure 3.0-13: Summary Page

14. An Attestation pop-up box appears and acts as a digital signature. Select **YES, I ATTEST** to e-sign and submit the PA request. Refer to *Figure 3.0-14*.

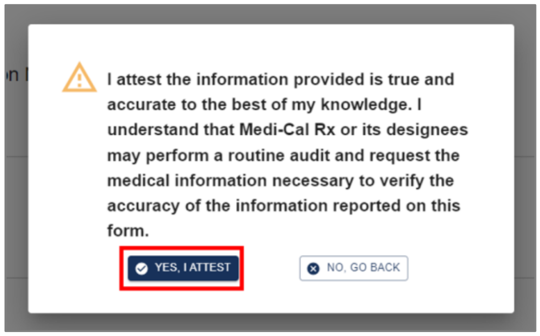

Figure 3.0-14: Attestation Pop-Up Box

15. The PA Submission Confirmation page appears, and an Authorization Number is provided. Select **CONTINUE** to return to the PA landing page. Refer to *Figure 3.0-15*.

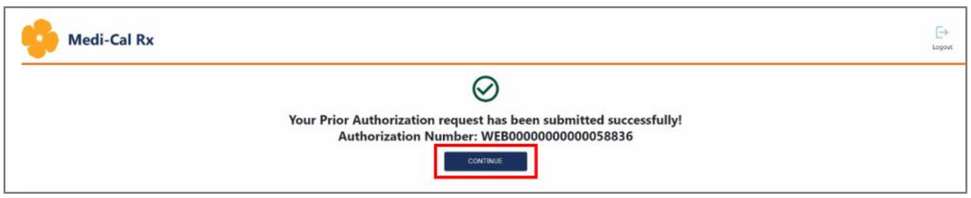

Figure 3.0-15: PA Submission Confirmation Page

16. After returning to the PA landing page, you have the following options:

   – Create New PA
   – Inquiry on PA
   – Cancel PA
   – Add Information to Existing PA
   – Upload Attachments to Existing PA

3.1 PA Request Appeal

To submit a PA request appeal, follow the process for submitting a PA request in *Section 3.0 – Creating a New PA Request* in this job aid.

When you reach the PA information page, select **Appeal** from the **Request Type** drop-down menu. Refer to *Figure 3.1-1*. Make sure to provide the information supporting the medical necessity for your request as well as any supporting documentation. Complete all of the required fields denoted by a red asterisk (*).

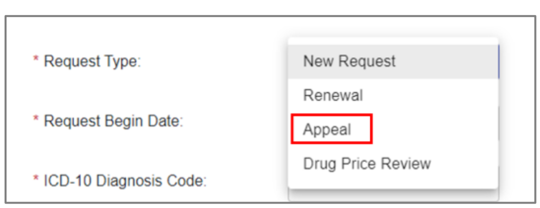

Figure 3.1-1: PA Information Page – Request Type

4.0 Inquiring on the Status of a PA Request

Complete the following steps to inquire on a previously submitted PA request:

1. On the PA landing page, select **Inquiry on PA**. Refer to *Figure 4.0-1*.

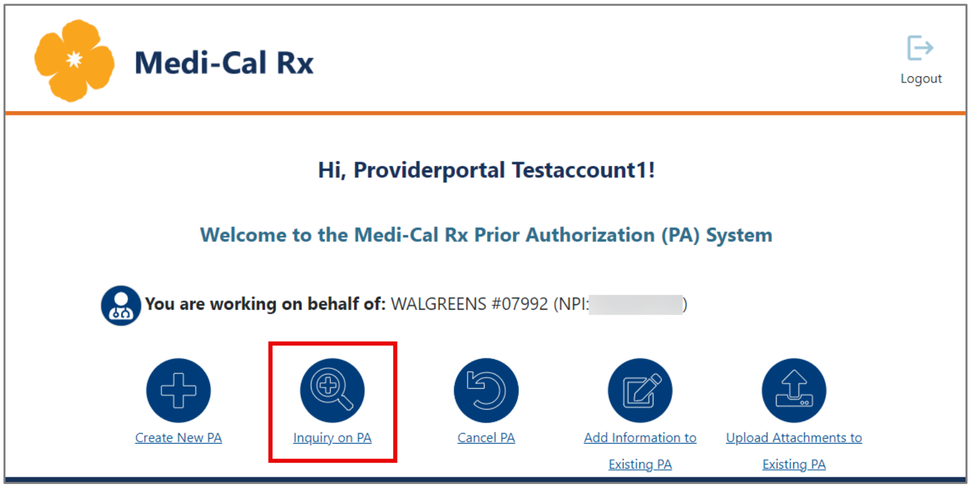

Figure 4.0-1: Inquiry on PA Button

2. If you search by Authorization Number, no other fields are required. Enter the **Authorization Number** and select **SEARCH**. Refer to *Figure 4.0-2*.
   – If you do not know the Authorization Number, you can also search by **Member ID** or **Member Last Name** and **DOB**. Include the **PA Request Begin Date** and **PA Request End Date**. Regardless of search method, providers can only see those PA requests that are associated with their NPI.
3. Selecting SEARCH prompts the results to appear at the bottom of the page. Select **VIEW** to view the PA request. Refer to *Figure 4.0-2*.

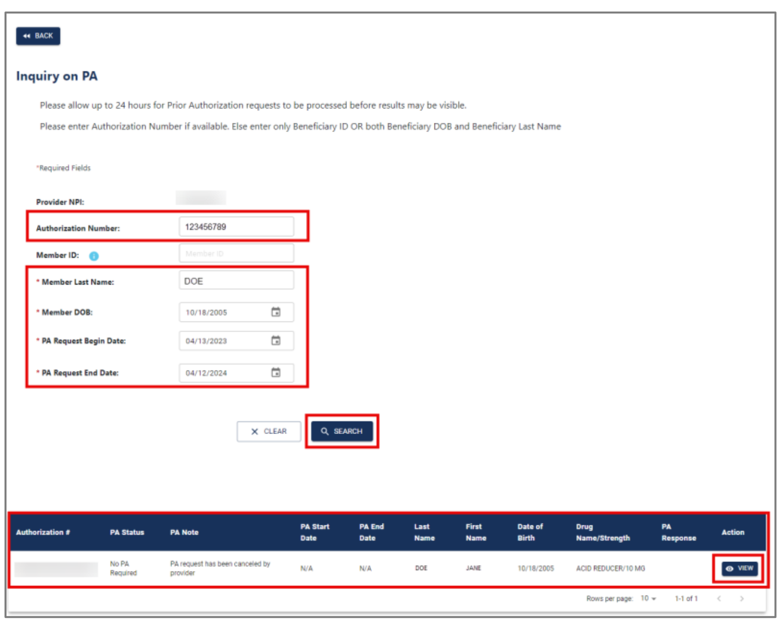

Figure 4.0-2: Inquiry on PA Page – Authorization Number Search and Results

4. Selecting VIEW will populate the PA request and all applicable information for the PA request will be viewable. Select **BACK** to return to the previous page. Refer to *Figure 4.0-3*.

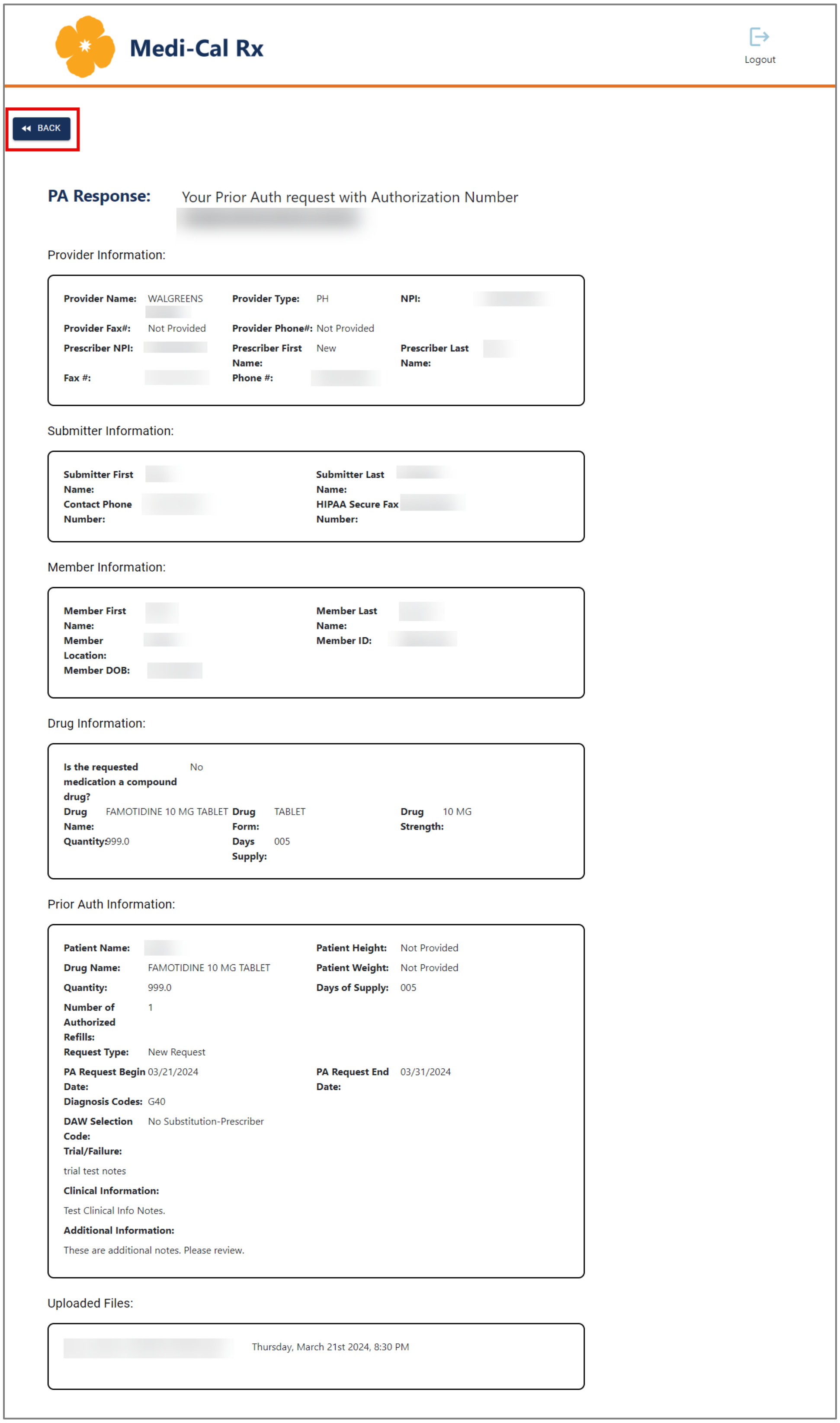

Figure 4.0-3: Inquiry on PA Page – PA Request View

5.0 Adding Information to a PA Request

Complete the following steps to add information to an in-progress PA request:

1. On the PA landing page, select **Add Information to Existing PA**. Refer to *Figure 5.0-1*.

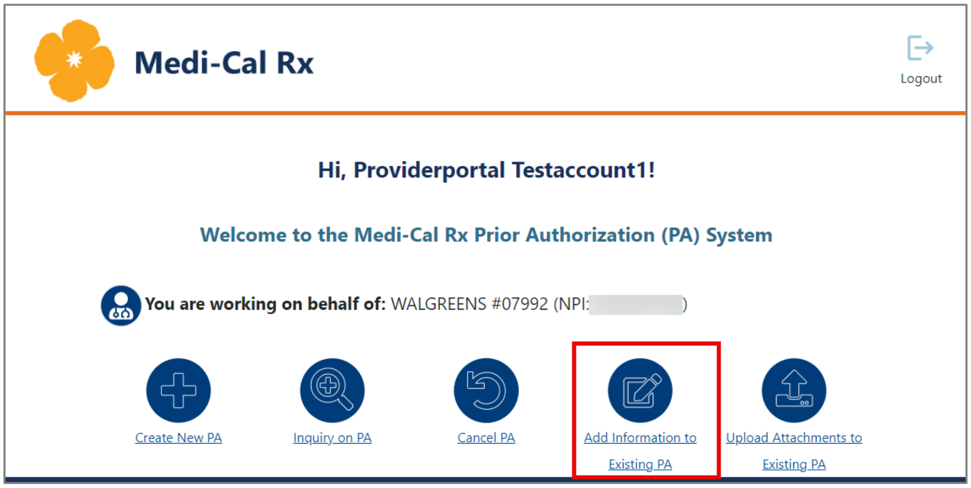

Figure 5.0-1: Add Information to Existing PA

2. On the Add Additional Information page, enter your Authorization Number and select **SEARCH**. Then, select **ADD INFO**. Refer to *Figure 5.0-2*.

Figure 5.0-2: Add Additional Information Page

3. Enter the additional information in the text box and select **ADD INFORMATION**. Refer to *Figure 5.0-3*.

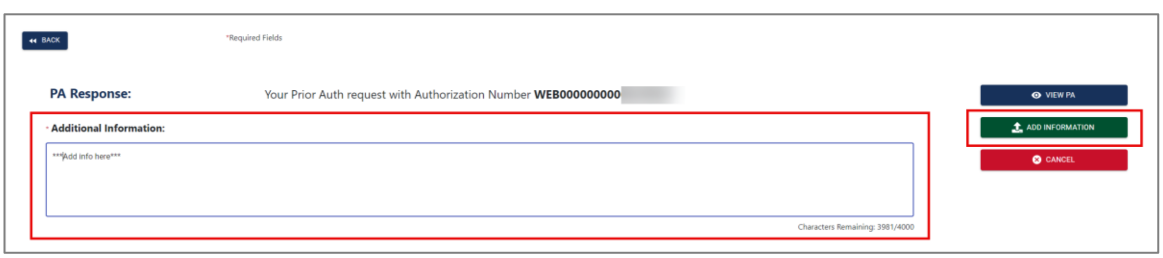

Figure 5.0-3: Enter in Additional Information Page

4. An Attestation pop-up box appears that acts as a digital signature. Select **YES, I ATTEST** to e-sign and submit the PA request. Refer to *Figure 5.0-4*.

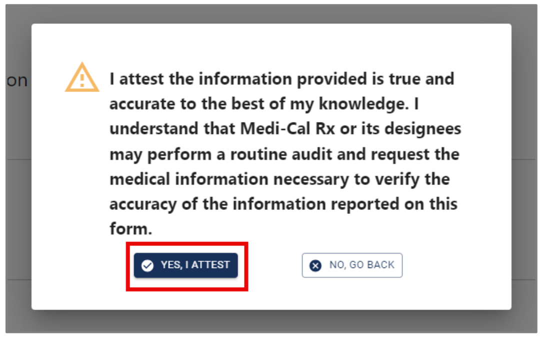

Figure 5.0-4: Attestation Pop-Up Box

6.0 Uploading Attachments

Complete the following steps to add documentation or attachments to an in-progress PA request:

1. Choose **Upload Attachments to Existing PA** on the PA landing page. Refer to *Figure 6.0-1*.

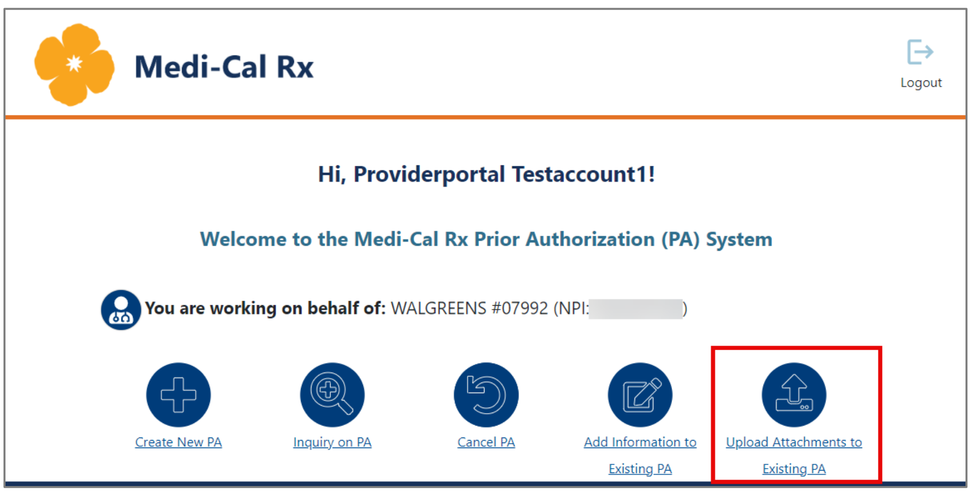

Figure 6.0-1: Upload Attachments to Existing PA

2. Enter your Authorization Number and select **SEARCH**. Select **UPLOAD**. Refer to *Figure 6.0-2*.

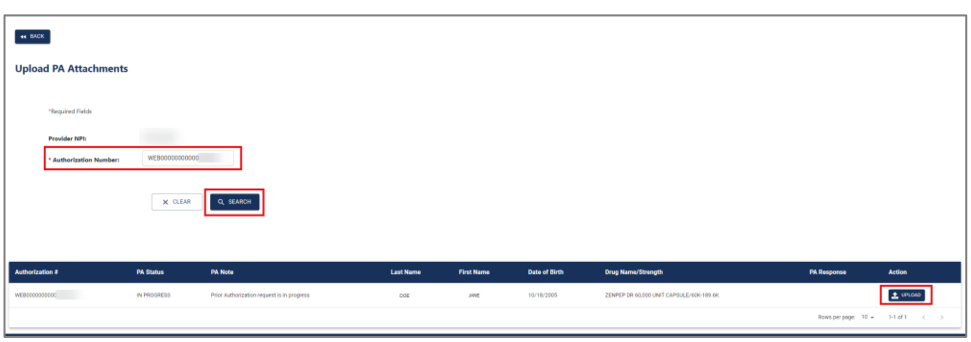

Figure 6.0-2: Upload PA Attachments Page

3. Drag, drop, or click inside the box to upload attachments. Repeat for any additional attachments you wish to add.
   - **Note:** Special characters and/or spaces are not permitted in the file name, and the combined file size cannot exceed 25 MB. Select **UPLOAD ATTACHMENTS**. Refer to *Figure 6.0-3*.

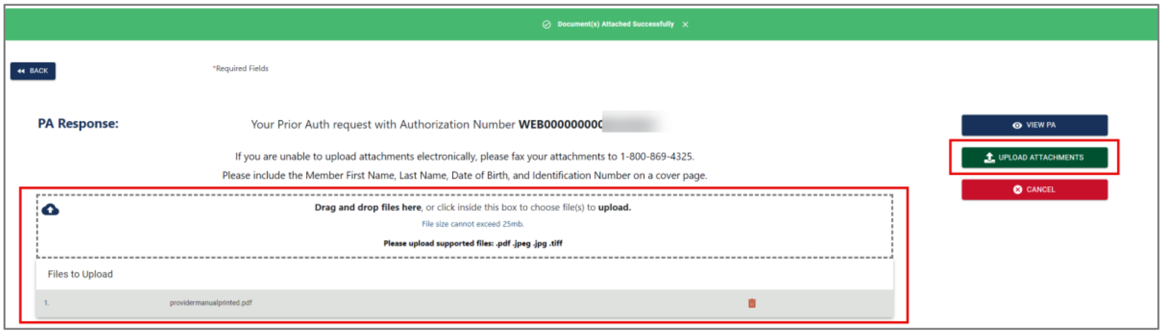

Figure 6.0-3: Add Attachments (Upload) Page

4. An Attestation pop-up box appears that acts as a digital signature. Select **YES, I ATTEST** to e-sign and submit the PA request. Refer to *Figure 6.0-4*.

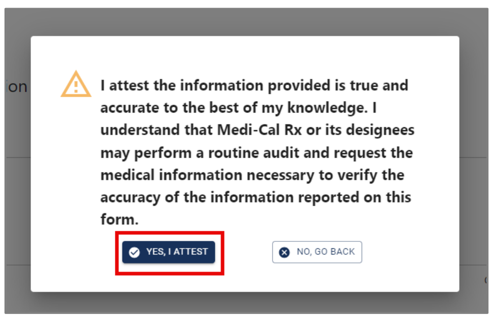

Figure 6.0-4: Attestation Pop-Up Box

7.0 Canceling a PA Request

Complete the following steps to cancel an in-progress PA request:

1. On the PA landing page select **Cancel PA**. Refer to *Figure 7.0-1*.

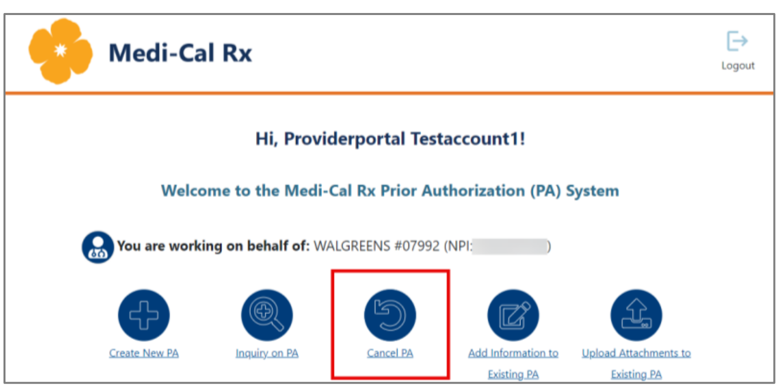

Figure 7.0-1: Cancel PA

2. Enter your Authorization Number and select **SEARCH**. Select **CANCEL**. Refer to *Figure 7.0-2*.

Figure 7.0-2: Cancel PA Page

3. Select **CANCEL PA**. Refer to *Figure 7.0-3*.

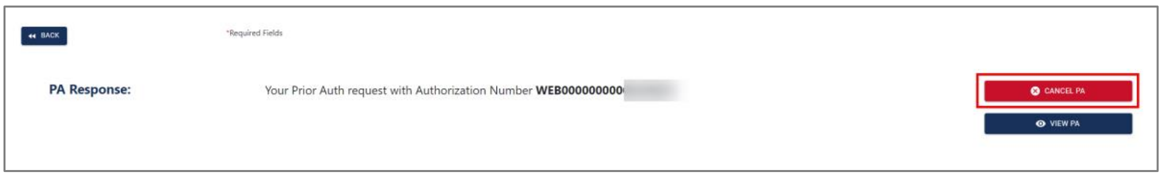

Figure 7.0-3: PA Response Page – Cancel PA

4. A confirmation pop-up box appears. Select **YES, CANCEL** to cancel the PA request. Refer to *Figure 7.0-4*.

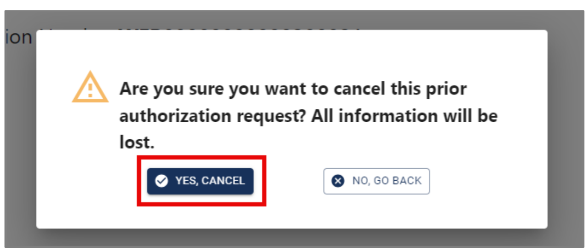

Figure 7.0-4: Confirm Cancellation Pop-Up Box

5. A PA cancellation confirmation page appears. Select **CONTINUE** to return to the PA landing page. Refer to *Figure 7.0-5*.

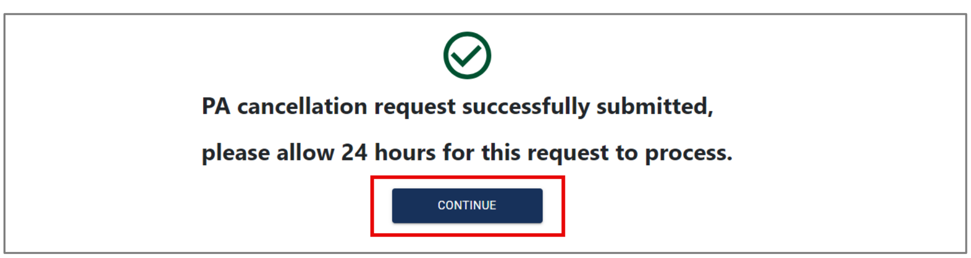

Figure 7.0-5: PA Cancellation Confirmation Page