



## Welcome to Medi-Cal Rx!

We look forward to serving you!

### Medi-Cal Rx...

- » Standardizes the Medi-Cal pharmacy benefits statewide under one delivery system.
- » Improves access to pharmacy services with a pharmacy network that includes the vast majority of the state's pharmacies.
- » Provides statewide utilization management protocols applied to all outpatient drugs.
- » Strengthens California's ability to negotiate state supplemental drug rebates with pharmaceutical manufacturers.

This New Provider Welcome Packet will assist you in successfully doing business with Medi-Cal Rx. To become better acquainted with Medi-Cal Rx resources and procedures, we recommend reviewing the educational flyers in this packet in the following order:

1. Medi-Cal Rx Web Portal Flyer
2. User Administration Console: Registering for the Medi-Cal Rx Secured Provider Portal Flyer
3. Medi-Cal Rx Training Information Flyer
4. Medi-Cal Rx Subscription Service Flyer
5. Medi-Cal Rx Provider Manual at Your Fingertips Flyer
6. Electronic Remittance Advices (RAs) Available on the Medi-Cal Rx Provider Portal Flyer
7. Electronic Transactions Flyer
8. Medi-Cal Rx Electronic Claims Submission Flyer
9. Pharmacy Provider Self-Attestation Process Flyer
10. Claims Submission Options Flyer
11. Claims Follow-Up Overview Flyer
12. Medi-Cal Rx Claims Timeliness Flyer
13. Five Ways to Submit a Prior Authorization Request Flyer
14. Prior Authorization Case Review Process Flyer
15. Provider Prior Authorization Appeal Process Flyer
16. Medi-Cal Rx Resources & Contact Information Flyer

If you have any questions, contact the Medi-Cal Rx Customer Service Center (CSC) at **1-800-977-2273**. The CSC is open 24 hours a day, 7 days a week, 365 days per year.

These flyers are also available online at

<https://medi-calrx.dhcs.ca.gov/provider/forms>.



# Medi-Cal Rx

## Medi-Cal Rx Web Portal

The [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/home) (https://medi-calrx.dhcs.ca.gov/home) is your gateway to a wide variety of resources and information. Here is an overview of what the Medi-Cal Rx Web Portal has to offer!

### Medi-Cal Rx Provider Portal

The [Medi-Cal Rx Provider Portal](https://medi-calrx.dhcs.ca.gov/provider) (https://medi-calrx.dhcs.ca.gov/provider) offers publicly accessible Medi-Cal Rx resources for pharmacy providers and prescribers to be able to successfully conduct pharmacy business, including:

- » [Bulletins & News](#)
- » [Drug Lookup Tool](#)
- » [Mass Adjustment Information](#)
- » [FDA Drug Recall Information](#)
- » [Forms & Information](#)
- » [Billing Tips](#)
- » [Contract Drugs & Covered Products Lists](#)
- » [Prior Authorization \(PA\) Request Methods](#)
- » [Medi-Cal Rx Provider Manual](#)

### Medi-Cal Rx Education & Outreach Page

The [Education & Outreach page](https://medi-calrx.dhcs.ca.gov/home/education) (https://medi-calrx.dhcs.ca.gov/home/education) provides an overview of Medi-Cal Rx along with tabs on topics such as, but not limited to, the following:

- » [Pediatric Integration](#)
- » [Medi-Cal Rx Background](#)
- » [Medi-Cal Rx Training](#)
- » [Medi-Cal Rx Communications](#)

### Medi-Cal Rx Secured Provider Portal

The [Medi-Cal Rx Secured Provider Portal](https://medi-calrx.dhcs.ca.gov/provider/login) (https://medi-calrx.dhcs.ca.gov/provider/login) allows registered Medi-Cal Rx pharmacy providers, prescribers, and designated users access to the following portals and tools:

- » [Member Eligibility Lookup Tool](#)
- » [Medi-Cal Rx Finance Portal](#)
- » [Web and Batch Claims Submissions](#)
- » [PA Request Submission and Inquiry](#)
- » [Secured Chat and Messaging](#)



## User Administration Console: Registering for the Medi-Cal Rx Secured Provider Portal

### What is the Medi-Cal Rx Secured Provider Portal?

The Medi-Cal Rx Secured Provider Portal is the secured section of the [Medi-Cal Rx Provider Portal](https://www.medi-calrx.dhcs.ca.gov/provider/) (https://www.medi-calrx.dhcs.ca.gov/provider/) that provides access to the following functionalities for registered users:

- » Prior Authorization System
- » Secure Message Center and Chat
- » Member Eligibility Lookup
- » Web and Batch Claims Submission
- » Learning Management System

### How do I become a registered Medi-Cal Rx Secured Provider Portal user?

You can become a registered user via the [User Administration Console \(UAC\)](https://uac.primetherapeutics.com/) (https://uac.primetherapeutics.com/), which is a registration tool that manages users' access to the Medi-Cal Rx Secured Provider Portal and associated applications.

To become a registered user, complete the following steps:

1. Navigate to the [UAC](#) and click **Request a PIN** to initiate registration; **OR** Navigate to the [Medi-Cal Rx Provider Portal](#) and click the **Register** icon and then click **Register** in the pop-up window.
  - The pop-up window provides a link to the [User Administration Console \(UAC\) Quick Start Guide](#) which contains step-by-step registration instructions and a link to a tutorial video on the [Medi-Cal Rx YouTube channel](#) (https://www.youtube.com/@medi-calrx).
2. Follow the steps on your screen and per the *User Administration Console (UAC) Quick Start Guide* to complete registration.
3. Once registered, you are assigned as a Delegated Administrator (Del Admin) and can manage employee access to the Medi-Cal Rx Secured Provider Portal.



## Medi-Cal Rx Training Information

Visit the [Education & Outreach](#) page on the [Medi-Cal Rx Web Portal](https://www.medi-calrx.dhcs.ca.gov/home/education/) (<https://www.medi-calrx.dhcs.ca.gov/home/education/>) to learn more about the training available for pharmacy providers and prescribers.

The Medi-Cal Rx Education & Outreach (E&O) team provides training on a variety of topics and functionalities available on the Medi-Cal Rx Web Portal and Medi-Cal Rx Secured Provider Portal, including:

- » **User Administration Console (UAC):** Registration tool that manages users' access to the Medi-Cal Rx Secured Provider Portal and associated applications.
- » **Cornerstone Learning Management System (LMS):** View the E&O events calendar, register for an online course, and access informing materials.
- » **Web and Batch Claims Submission:** Web-based application developed to provide authorized users with the ability to submit a claim and search for adjudicated claims.
- » **Prior Authorization (PA) System:** Accessed through the Medi-Cal Rx Secured Provider Portal, the PA system allows users to submit, inquire, cancel, or add additional information to existing PAs.

To schedule a 1-on-1 Office Hour with the E&O team or to request additional information, send an email to

[MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).



## Medi-Cal Rx

# Medi-Cal Rx Subscription Service

The Medi-Cal Rx Subscription Service (MCRxSS) is a free service that keeps you up to date on the latest Medi-Cal Rx news. Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx Web Portal such as:

- » [Medi-Cal Rx Bulletins & News](#)
- » [Medi-Cal Rx System Statuses](#)
- » [Medi-Cal Rx Policy Updates](#)
- » [Drug Use Review \(DUR\) Updates](#)

**Subscribing is simple and free!**

**Just follow these steps to sign up:**

1. Go to the [MCRxSS Sign-Up Form](https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up) (<https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>).
2. Enter your email address and ZIP code.
3. Select what type of subscription you are interested in.
4. Select your preferred announcements.



# Medi-Cal Rx Provider Manual At Your Fingertips

The *Medi-Cal Rx Provider Manual* provides information for the fee-for-service (FFS) Medi-Cal Rx pharmacy programs managed by the Medi-Cal Rx vendor (Prime Therapeutics State Government Solutions LLC [Prime]) for DHCS.

To access the *Medi-Cal Rx Provider Manual*, visit the [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/home/) (<https://medi-calrx.dhcs.ca.gov/home/>), select the **Tools & Resources** drop-down menu, and then choose **Provider Manual**.

### Examples of When to Refer to the Medi-Cal Rx Provider Manual

- » **Billing Medi-Cal Rx:** When billing Medi-Cal Rx for pharmacy claims as well as billing coordination of benefit (COB) claims for members who have other health care coverage.
- » **Reimbursement Policy:** When determining how a claim will be reimbursed (including reimbursement based on price types, vaccine coverage, and administration fees) or how to submit a paper claim for a missing price.
- » **Timely Filing Limitations:** When reviewing timely filing policy and determining if a claim will be subject to a timely filing claim cutback.
- » **Quantity Limits (QLs):** When determining QLs for products such as medical supplies, maximum number of fills per period of time, or dispensing of controlled substances.
- » **Cost Ceiling:** When determining whether a drug is excluded from a cost ceiling, and if not, what cost ceiling tier may apply.
- » **Physician Administered Drugs (PADs):** When determining what PADs are covered by Medi-Cal Rx.
- » **Enteral Nutrition Product Coverage:** When inquiring about the Medi-Cal Rx coverage policy for enteral nutrition products.
- » **Emergency Fill Policy:** When processing a claim for an emergency dispensing of a 14-day supply.
- » **Prior Authorizations (PAs):** When requesting authorization for Medi-Cal Rx coverage for drugs and products that are restricted to claim utilization management (UM) edits.



## Electronic Remittance Advices (RAs) Available on the Medi-Cal Rx Provider Portal

Medi-Cal Rx offers online HIPAA 835 Electronic Data Interchange (EDI) RAs in addition to paper RAs.

### Why Switch to Electronic RAs?

- **Secure:** No more worries about lost or stolen paper RAs. You can use your secure Medi-Cal Rx Provider Portal login to view and download your HIPAA 835 EDI RAs. 835 EDI reader software is required to read the HIPAA 835 EDI RAs. A Centers for Medicare & Medicaid Services (CMS)-provided Medicare Remit Easy Print (MREP) software tool is offered free on the Medi-Cal Rx Provider Portal's [Forms & Information](https://medi-calrx.dhcs.ca.gov/provider/forms) page (<https://medi-calrx.dhcs.ca.gov/provider/forms>).
- **Go Green:** When you update your RA preference from paper to EDI 835 RA, you will help California "Go Green."
  - » **Printed versions of the 835 EDI RAs (printed using your 835 EDI reader software) are adequate to submit as supporting documentation with the *Medi-Cal Rx Provider Pharmacy Claim Inquiry* form (DHCS 6570) and *Medi-Cal Rx Provider Pharmacy Claim Appeal* form (DHCS 6571).**
- For more information regarding electronic RAs, refer to the *Medi-Cal Rx Finance Portal – Frequently Asked Questions (FAQs)* and the *Remittance Advice (RA) – Frequently Asked Questions (FAQs)* via the Medi-Cal Rx Web Portal's [FAQ page](https://medi-calrx.dhcs.ca.gov/home/faq) (<https://medi-calrx.dhcs.ca.gov/home/faq>) and the [Medi-Cal Rx Finance Portal Job Aid](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/EOT_Medi-Cal_Rx_Finance_Portal_Job_Aid.pdf) ([https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/EOT\\_Medi-Cal\\_Rx\\_Finance\\_Portal\\_Job\\_Aid.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/EOT_Medi-Cal_Rx_Finance_Portal_Job_Aid.pdf)).
- For additional information about electronic RAs, contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, or visit the [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/home) (<https://medi-calrx.dhcs.ca.gov/home>).

### Quick and Easy Access

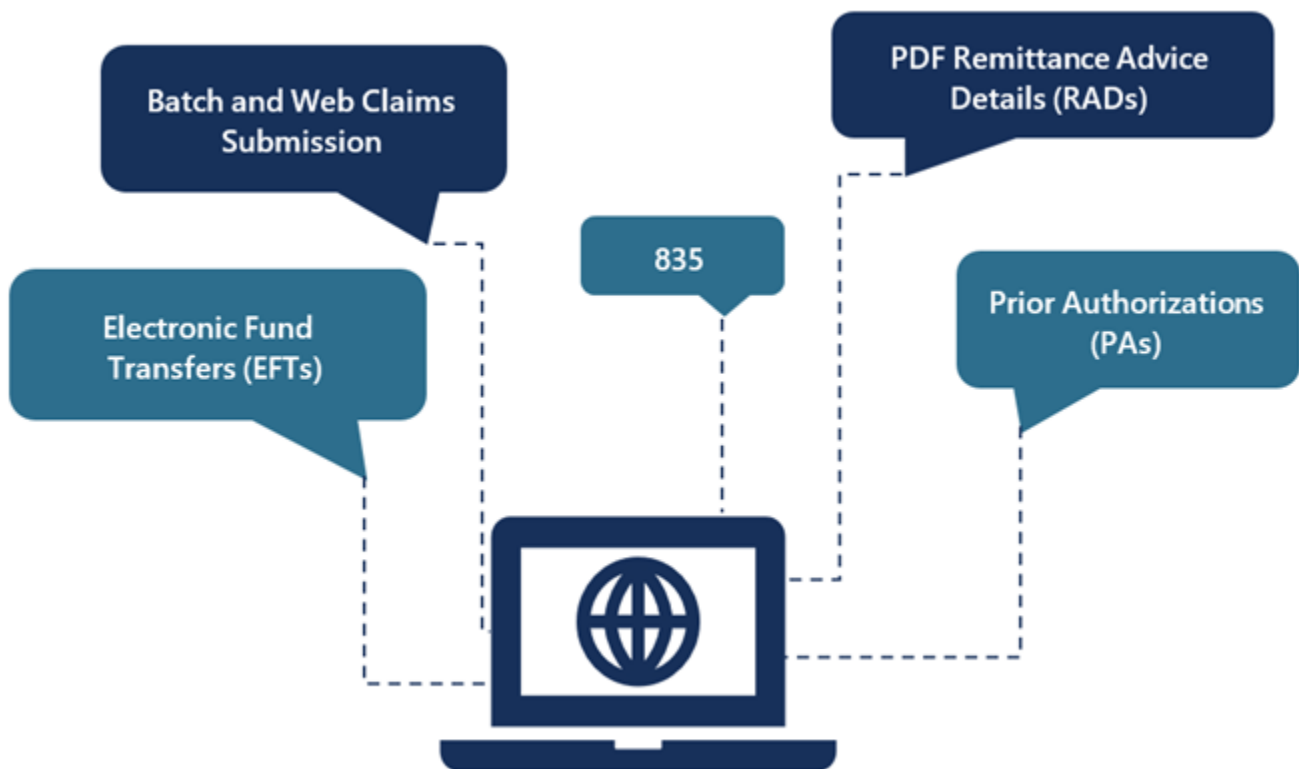
1. Sign up for Finance Portal access via the [User Administration Console \(UAC\)](https://uac.primetherapeutics.com) (<https://uac.primetherapeutics.com>).
2. Log into your Medi-Cal Rx account on the [Medi-Cal Rx Provider Portal](https://medi-calrx.dhcs.ca.gov/provider/login) (<https://medi-calrx.dhcs.ca.gov/provider/login>).
3. Select the **Finance Portal** tab.
4. Select **ERA** in the upper right corner of the screen.



## Electronic Transactions

**Faster Claims and Payment are just a click away!**

Save time and money by registering for the [Medi-Cal Rx Secured Provider Portal](https://www.medi-calrx.dhcs.ca.gov/provider/login/) (<https://www.medi-calrx.dhcs.ca.gov/provider/login/>) and gain electronic access at your fingertips to all of the following:



By using Electronic Transactions, you are able to submit PAs, enter claim information, upload attachments, track the claim status, and update documentation all in one place!

The Medi-Cal Rx Secured Provider Portal also gives you access to electronic Remittance Advice Details (RADs), Electronic Fund Transfers (EFT) account information, and 835s.



## Medi-Cal Rx Electronic Claims Submission

Medi-Cal Rx includes all pharmacy benefits billed by pharmacy providers on pharmacy claims for Medi-Cal members in both the Medi-Cal fee-for-service (FFS) and managed care delivery systems.

- » All participating Medi-Cal Rx pharmacy providers and billers are required to submit a [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement \(For Electronic Claims Submission\)](#) form (DHCS 6500) to continue submitting electronic claims without interruption.

### Instructions for Pharmacy Providers and Billers

1. Navigate to the [Forms & Information](https://medi-calrx.dhcs.ca.gov/provider/forms) page on the Medi-Cal Rx Provider Portal (<https://medi-calrx.dhcs.ca.gov/provider/forms>).
2. Download and print the [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement \(For Electronic Claims Submission\)](#) form (DHCS 6500).
3. For pharmacy chain administrators completing the [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement \(For Electronic Claims Submission\)](#) form (DHCS 6500) for electronic claims submission on behalf of several National Provider Identifiers (NPIs) where the Contact Information and Biller Information are the same, the [Medi-Cal Rx Telecommunications Provider and Biller Application/Agreement – Supplemental \(For Electronic Claims Submission\)](#) form (DHCS 6500-A) can be used.
  - » DHCS 6500-A is supplemental to and does not replace DHCS 6500.
4. Complete the form in **blue ink** and verify that all information is correct.
5. Return the form with an original signature to the following address:

**Medi-Cal Rx Customer Service Center**

ATTN: Billing Agreement Processing  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

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 the Education & Outreach mailbox at [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).



# Pharmacy Provider Self-Attestation Process

Medi-Cal Rx has contracted with Mercer Government Human Services Consulting (Mercer) to administer the annual pharmacy provider self-attestation survey for professional dispensing fee reimbursement pursuant to *Welfare and Institutions Code* (W&I Code), Section 14105.45. Reporting the claim volume is a self-attestation process which **must** be submitted electronically on an annual basis.

Pharmacy providers wishing to claim the higher of two dispensing fees (\$13.20 vs. \$10.05) must attest that their pharmacy net claim volume is less than 90,000 net prescriptions in the previous calendar year.

**Note:** Failure to complete the self-attestation during the designated survey period will result in the pharmacy provider receiving the default professional dispensing fee of \$10.05.

- » Pharmacy providers with 90,000 or more net prescription transactions in the previous calendar year are not required to participate in the annual attestation process.

Medi-Cal Rx, through Mercer, initiates the pharmacy provider self-attestations for each calendar year beginning in March after the close of the calendar year. The attestation period lasts approximately four weeks.

Pharmacy providers are encouraged to sign up for the [Medi-Cal Rx Subscription Service \(MCRxSS\)](http://mcrxsspaces.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up) (<http://mcrxsspaces.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>) to stay up to date on the latest Medi-Cal Rx news.

In addition, Medi-Cal Rx encourages stakeholders to review the [Frequently Asked Questions \(FAQs\)](https://medi-calrx.dhcs.ca.gov/home/faq) page (<https://medi-calrx.dhcs.ca.gov/home/faq>) on the Medi-Cal Rx Web Portal.



## Claims Submission Options

The preferred and most convenient way to submit a claim is electronically via the point-of-sale (POS) system or online through the [Medi-Cal Rx Provider Portal](https://www.medi-calrx.dhcs.ca.gov/provider/) (<https://www.medi-calrx.dhcs.ca.gov/provider/>). To submit claims to Medi-Cal Rx, use the following information:

- » BIN: 022659
- » PCN: 6334225
- » Group ID: MEDICALRX

Claims Submission Options	
<b>Medi-Cal Rx Provider Portal</b>	Registered providers may submit claims through the Medi-Cal Rx Secured Provider Portal.  To register, select the <b>Secured Portal Access</b> drop-down menu on the <a href="https://medi-calrx.dhcs.ca.gov/home/">Medi-Cal Rx Web Portal</a> ( <a href="https://medi-calrx.dhcs.ca.gov/home/">https://medi-calrx.dhcs.ca.gov/home/</a> ), choose <b>Provider Portal</b> , and then select <b>Register</b> in the upper right-hand corner.
<b>Point of Sale (POS)</b>	Providers using a POS system for claim submission can continue to do so for Medi-Cal Rx claims.
<b>Paper Claims</b>	If providers are unable to submit claims electronically, they must mail paper claims to the following address:  Medi-Cal Rx Customer Service Center ATTN: [Provider Paper Claims, <b>or</b> Provider Claims Appeals, <b>or</b> Provider Claims Inquiries, <b>or</b> Financial Inquiries, <b>or</b> Member Reimbursement Claims]  P.O. Box 610 Rancho Cordova, CA 95741-0610  Providers may obtain paper Medi-Cal Rx claim forms by <b>downloading and printing</b> the desired form(s) from the Medi-Cal Rx Provider Portal.

For additional information regarding the different forms, refer to the [Medi-Cal Rx Provider Manual](#) located on the [Medi-Cal Rx Web Portal](#).

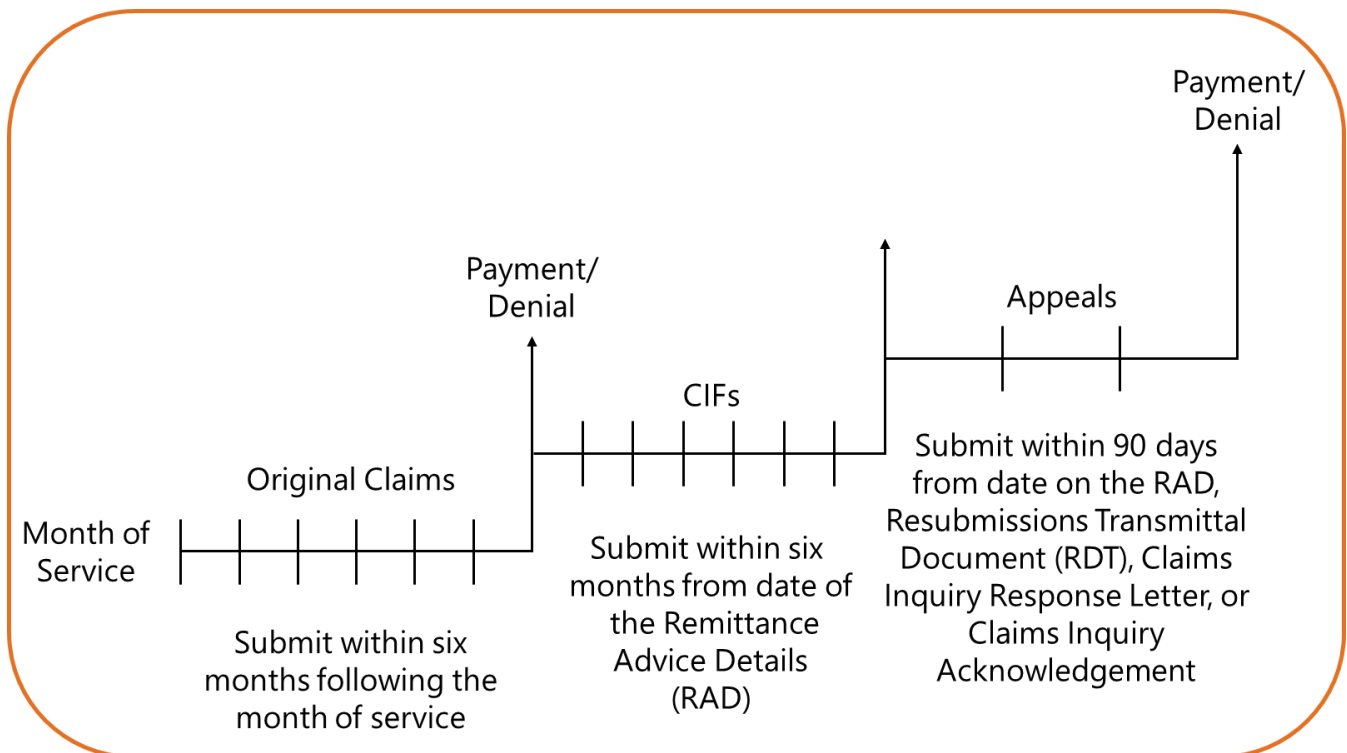


## Claims Follow-Up Overview

Claims submitted to Medi-Cal Rx may deny for a variety of reasons. Depending on the reason for denial, providers may take one of the following actions:

- Rebill the claim.
- Submit a *Medi-Cal Rx Provider Pharmacy Claim Inquiry* form (DHCS 6570).
- Submit a *Medi-Cal Rx Provider Pharmacy Claim Appeal* form (DHCS 6571).
- Contact the Correspondence Specialist Unit (CSU).

Refer to the [Medi-Cal Rx Resources & Contact Information Flyer](#) for the mailing addresses associated with CIF and appeal submissions. Contact the Medi-Cal Rx Customer Service Center (CSC) with additional questions at **1-800-977-2273**. The timeliness guidelines associated with denials are reflected below:



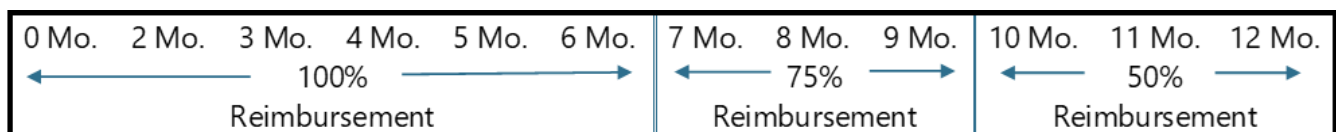


# Medi-Cal Rx

## Medi-Cal Rx Claims Timeliness

- » For full reimbursement, claims must be submitted to Medi-Cal Rx within six months following the month of the date of service (DOS) of the claim. This is referred to as the six-month billing limit.
- » Reimbursement rates are based on when claims are received.
- » Refer to the *Filing Limitations* section in the [Medi-Cal Rx Provider Manual](#) on the [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/home/) (https://medi-calrx.dhcs.ca.gov/home/) for additional information.

IF THE DOS IS IN THIS MONTH	THEN CLAIMS MUST BE RECEIVED BY THE LAST DAY OF THIS MONTH
JANUARY	JULY
FEBRUARY	AUGUST
MARCH	SEPTEMBER
APRIL	OCTOBER
MAY	NOVEMBER
JUNE	DECEMBER
JULY	JANUARY
AUGUST	FEBRUARY
SEPTEMBER	MARCH
OCTOBER	APRIL
NOVEMBER	MAY
DECEMBER	JUNE



Reimbursement Rates



# Medi-Cal Rx

## Five Ways to Submit a Prior Authorization Request

### CoverMyMeds® Prior Authorization

The CoverMyMeds prior authorization (PA) request submission channel allows pharmacies to initiate PA requests and prescribers to initiate and submit PA requests, with covered alternatives and approvals given in real time. More information can be found in the [Medi-Cal Rx: CoverMyMeds® How-To Guide](#) on the [Forms & Information](#) page (<https://www.medi-calrx.dhcs.ca.gov/provider/forms/>) on the Medi-Cal Rx Provider Portal or on the [CoverMyMeds](#) website (<https://www.covermymeds.health/>).

### Medi-Cal Rx Secured Provider Portal

Registered pharmacy providers and prescribers are able to log in to the [Medi-Cal Rx Secured Provider Portal](#) (<https://www.medi-calrx.dhcs.ca.gov/provider/login>) to submit, inquire about, cancel, or add additional information to existing PA requests, as well as attach documents to any PA requests in progress.

### Fax Submission

Pharmacy providers and prescribers can submit a PA request via fax number 1-800-869-4325 by utilizing the preferred [Medi-Cal Rx Prior Authorization Request form \(DHCS 6560\)](#) or any of the following approved forms: 50-1, 50-2, 61-211. The *Medi-Cal Rx Prior Authorization Request form (DHCS 6560)* is available on the [Forms & Information](#) page on the Medi-Cal Rx Provider Portal.

### NCPDP Transaction Using Pharmacy POS System

An NCPDP transaction will use the pharmacy point-of-sale (POS) system to submit a PA request. Pharmacies must use the [Medi-Cal Rx Secured Provider Portal](#) (<https://www.medi-calrx.dhcs.ca.gov/provider/login>) to upload attachments or fax additional information to the Medi-Cal Rx Customer Service Center (CSC) when needed if submitting via POS.

### P Transactions:

- P4 – Request a PA by submitting the basic claim information (member, drug, prescriber, etc.) along with clinical information (diagnosis, dosing, justification, etc.).
- P3 – Inquire about the status of a PA request submitted via P4 transaction.
- P2 – Cancel an “In Progress” PA request submitted via P4 transaction.

### Mail

Pharmacy providers and prescribers may also submit a PA request via mail using the preferred [Medi-Cal Rx Prior Authorization Request form \(DHCS 6560\)](#) or any of the following approved forms: 50-1, 50-2, 61-211. PA requests can be sent to the following address:

**Medi-Cal Rx Customer Service Center**

**ATTN: Provider PA Requests**

**P.O. Box 730**

**Rancho Cordova, CA 95741-0730**



## Prior Authorization Case Review Process

All incoming claims are evaluated against automatic prior authorization (AutoPA) rules.

- » When AutoPA rules are met, the claim will pay at point of service (POS).
- » If the AutoPA rules are not met, the claim will reject with Reject Code 75 – Prior Authorization Required and a PA request must be submitted by the provider.

Steps Taken to Make a Determination Regarding a PA Request	
<b>1</b> Medi-Cal Rx first determines eligibility and program coverage by editing against multiple factors, including:	<ul style="list-style-type: none"><li>» Program eligibility</li><li>» Long Term Care (LTC) status</li><li>» Existence of authorized prescribers</li><li>» Existence of program coverage restrictions, as well as other elements specified and approved by Medi-Cal Rx</li></ul>
<b>2</b> Once the initial PA request is received and reviewed, Medi-Cal Rx will determine if the PA is:	<ul style="list-style-type: none"><li>» Approved</li><li>» Approved with modifications</li><li>» Deferred (additional information needed), or</li><li>» Recommended for denial to DHCS, who will review the case and make a final determination regarding approval or denial</li></ul>

- » Denial determinations made by Medi-Cal Rx on behalf of DHCS between 4 p.m. PT on Friday and 5 a.m. PT on Monday, on observed holidays, and any other DHCS-designated time period where DHCS assigns Medi-Cal Rx delegation, may be overturned by DHCS if deemed appropriate.
- » For more information about these decisions, refer to the alert posted to the Bulletins & News page on the Medi-Cal Rx Provider Portal titled [Prior Authorization Submission Reminders](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.05_A_PA_Submission_Reminders.pdf) ([https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.05\\_A\\_PA\\_Submission\\_Reminders.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.05_A_PA_Submission_Reminders.pdf)).



## Provider Prior Authorization Appeal Process

### Three Ways to Submit a Prior Authorization (PA) Appeal

- **U.S. Mail**
  - Select **Appeal request for a PA denied in the past 180 days** on the *Medi-Cal Rx Prior Authorization Request* form (DHCS 6560).
- **Fax**
  - Select **Appeal request for a PA denied in the past 180 days** on the *Medi-Cal Rx Prior Authorization Request* form (DHCS 6560).
- **Medi-Cal Rx Secured Provider Portal**
  - Select **Appeal** from the Request Type drop-down menu on the PA Information page.
  - **Note:** Registration is required to submit a PA request via the Medi-Cal Rx Secured Provider Portal. Refer to the *User Administration Console: Registering for the Medi-Cal Rx Secured Provider Portal* flyer for more information.

Appeal submissions may be sent within 180 days from the date of the initial denial.

Provider PA Appeal Process	
1. Submission	Provider submits a PA appeal request to Medi-Cal Rx via one of the three methods above.
2. Intake	Medi-Cal Rx reviews and confirms the request is an appeal.
3. Review	Medi-Cal Rx reviews the appeal request and any additional information provided for medical necessity.
4. Case Decision	Medi-Cal Rx Approves or sends a Denial Recommendation to the Department of Health Care Services (DHCS).
5. Notification	Medi-Cal Rx reviews PA appeal requests within 60 days of receipt and sends a notification of determination of the PA appeal request to the provider.



# Medi-Cal Rx

## Medi-Cal Rx Resources & Contact Information

### Resources



Medi-Cal Rx Web Portal URL: <https://www.medi-calrx.dhcs.ca.gov>

Medi-Cal Rx Provider Portal URL: <https://medi-calrx.dhcs.ca.gov/provider>

### Contact Information



The **Medi-Cal Rx Customer Service Center (CSC)** is available 24 hours a day, 7 days a week, 365 days per year.

**Phone:** 1-800-977-2273



The **Medi-Cal Rx Education & Outreach Team** is available to assist providers via email or 1-on-1 office hours via Microsoft Teams Meeting. To request support:

**Email:** [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com)



**Provider Prior Authorization Fax:** 1-800-869-4325

**Provider Paper Claims Fax:** 1-866-391-6726

### Mailing Information

#### Topic

#### Mailing Address

<ul style="list-style-type: none"><li>• PA Requests</li><li>• Provider PA Appeals</li><li>• Accounts Receivable (AR) Forms</li></ul>	Medi-Cal Rx Customer Service Center ATTN: [ <b>Provider PA Requests, or Provider PA Appeals, or Accounts Receivable Forms</b> ] P.O. Box 730 Rancho Cordova, CA 95741-0730
<ul style="list-style-type: none"><li>• Provider Paper Claims</li><li>• Provider Claims Appeals</li><li>• Provider Claim Inquiries</li><li>• Financial Inquiries</li><li>• Member Reimbursement Claims</li></ul>	Medi-Cal Rx Customer Service Center ATTN: [ <b>Provider Paper Claims, or Provider Claims Appeals, or Provider Claims Inquiries, or Financial Inquiries, or Member Reimbursement Claims</b> ] P.O. Box 610 Rancho Cordova, CA 95741-0610
<ul style="list-style-type: none"><li>• Return Mail</li><li>• Inbound Mail</li><li>• Other Correspondence</li></ul>	Medi-Cal Rx Customer Service Center ATTN: [ <b>Department or Department Referenced on Received Correspondence</b> ] P.O. Box 2088 Rancho Cordova, CA 95741-2088
<ul style="list-style-type: none"><li>• Rebates</li></ul>	Medi-Cal Rx Customer Service Center ATTN: Rebates P.O. Box 640 Rancho Cordova, CA 95741-0640