



90-Day Countdown: Medi-Cal Managed Care Plan Transition

October 3, 2023

Background

The purpose of this alert is to inform pharmacy providers and prescribers of the upcoming changes among Medi-Cal managed care plans (MCPs) in 2024. On September 1, 2023, the Department of Health Care Services (DHCS) provided “go-live” decisions to all Medi-Cal MCPs scheduled to assume operations on January 1, 2024. Under the new MCP contract, all MCPs are required to advance health equity, quality, access, accountability, and transparency. These new contracts will serve approximately 99 percent of all Medi-Cal members and are part of California’s transformation of Medi-Cal to ensure members can access the care they need to live healthier lives.

What Pharmacy Providers and Prescribers Need to Know

As part of this transformation, some Medi-Cal MCPs will change on January 1, 2024. These changes require approximately 1.2 million Medi-Cal members in 21 counties to transition to a new health plan. In select counties, Medi-Cal members will have the ability to select from more than one MCP. Refer to the table in the [Medi-Cal Managed Care Plans by County \(as of 2023 and 2024\)](#) document located on the DHCS website for additional information.

- Pharmacy providers should anticipate little change, except members may belong to a new health plan.



Pharmacy providers must use the member’s Benefits Identification Card (BIC) to submit a claim. Claims billed with the MCP plan ID number will be denied.

More information and communications will be shared as Medi-Cal Rx continues to support pharmacy providers and prescribers during the MCP Transition.

Refer to the [Medi-Cal Managed Care Plan Transition](#) page on the DHCS website or the [MCP Transition](#) tab on the Medi-Cal Rx Web Portal for current details.

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.