



Medi-Cal Rx Provider Portal Prior Authorization Submission Processing – System Issue Resolved

October 23, 2023

Background

Medi-Cal Rx recently experienced a system issue preventing submission of prior authorizations (PAs) through the Medi-Cal Rx Provider Portal. The issue has been resolved.

What Providers Need to Do

If providers submitted a PA via the Medi-Cal Rx Provider Portal and it failed to successfully process, the PA should be resubmitted. If providers submitted PAs via CoverMyMeds® or fax, then no action is needed. This system issue only involved PAs submitted directly via the Medi-Cal Rx Provider Portal.

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.