



Medi-Cal Rx

Update: Deferral Response Method via Medi-Cal Rx Provider Portal

December 8, 2023

Background

Medi-Cal Rx has identified an issue in which Medi-Cal Rx is not receiving a notification when additional information is submitted for a deferred prior authorization (PA) request via the Medi-Cal Rx Provider Portal.

What Pharmacy Providers and Prescribers Need to Do

For PA requests submitted via the [Medi-Cal Rx Provider Portal](#) that were deferred for additional information, pharmacy providers and prescribers are encouraged to submit their deferral responses via fax to 1-800-869-4325.

Note: Once the issue is resolved, an alert will be posted to inform pharmacy providers and prescribers.

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.