



Medi-Cal Rx

# Urgent: Medi-Cal Rx Electronic Prior Authorization Request Submission Outage – Submit via Fax

February 15, 2024

## What Pharmacy Providers and Prescribers Need to Know

The purpose of this alert is to notify pharmacy providers and prescribers that the Medi-Cal Rx Web Portal and CoverMyMeds® prior authorization (PA) request submission channels are experiencing technical difficulties. **Fax your PA request until further notice.**

## What Pharmacy Providers and Prescribers Need to Do

At this time, PA requests should be submitted by fax to 1-800-869-4325 using the [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#).

Pharmacies may also dispense prescriptions under the emergency fill policy. Refer to the *Emergency Fills* section of the [Medi-Cal Rx Provider Manual](#) for additional information.

**Note:** An alert will be posted upon resolution of this system issue.

## 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](mailto:MediCalRxEducationOutreach@magellanhealth.com).