



Medi-Cal Rx

Issue Resolved: Medi-Cal Rx Electronic Prior Authorization Request Submission Outage

February 15, 2024

What Pharmacy Providers and Prescribers Need to Know

As announced in a previous alert titled [Urgent: Medi-Cal Rx Electronic Prior Authorization Request Submission Outage – Submit via Fax](#), the Medi-Cal Rx Web Portal and CoverMyMeds® prior authorization (PA) request submission channels were experiencing technical difficulties. **This issue has been resolved.**

What Pharmacy Providers and Prescribers Need to Do

If you were previously unsuccessful in submitting a PA via the Medi-Cal Rx Web Portal or CoverMyMeds (due to the outage) and did not alternatively submit via fax, you can resubmit via your preferred channel.

The five approved methods for submitting a PA to Medi-Cal Rx include:

- CoverMyMeds
- Medi-Cal Rx Secured Provider Portal
- NCPDP Transaction using the pharmacy point-of-sale (POS) system
- Fax
- U.S. Mail

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.