



Medi-Cal Rx

National System Outage Impacting Prescription Drug Claims

February 23, 2024

Background

Medi-Cal Rx has been notified of the Change Healthcare national system outage impacting some pharmacies' ability to process prescription drug claims.

Due to this national outage, certain retail pharmacies may experience issues with flowing claims to Pharmacy Benefit Managers (PBMs). Any claims routed in this system are not being received by Medi-Cal Rx, and providers may experience errors when trying to process a claim.

The timing for system reinstatement is currently unknown. However, Medi-Cal Rx systems are currently fully operational and processing claims that are sent to us.

What Pharmacy Providers Need to Do

If your pharmacy is impacted, the following are courses of action to consider:

- Members can have their prescriptions transferred to another pharmacy that is not impacted.
- Pay out of pocket and submit a direct claim for reimbursement.

Pharmacy providers can refer to the [Medi-Cal Rx System Status](#) page to check the status of the system outage as it continues.

Our [Pharmacy Tool Locator](#) is available for you to locate alternative pharmacies in your area.

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@primetherapeutics.com.