



Medi-Cal Rx

Error Notification: Omission of the Prior Authorization Form for Notice of Action Letters Mailed Between November 26, 2023, and December 26, 2023

February 5, 2024

Background

The purpose of this alert is to inform you that Medi-Cal Rx failed to attach the [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#) to Notice of Action (NOA) letters mailed to providers from November 26, 2023, to December 26, 2023.

What Pharmacy Providers and Prescribers Need to Know

When NOA letters are distributed, Medi-Cal Rx is required to attach a supplemental [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#). This form can be used to either resubmit the prior authorization (PA) request or appeal a PA request denial through the appeal process. However, due to an administrative error, those who received an NOA mailed November 26, 2023, through December 26, 2023, did not receive this attachment and erroneously received a *State Fair Hearing Request Form* instead.

Note: A State Fair Hearing should only be requested by a member or member's authorized representative.

What Pharmacy Providers and Prescribers Need to Do

If you received an NOA letter for one of your Medi-Cal Rx members with the incorrect attachment, you may either resubmit a PA request or appeal a PA request decision by submitting a [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#).

Note: PA request appeals will be accepted either through the [Medi-Cal Rx Secured Provider Portal](#) or on paper by fax or U.S. Mail. It must be explicitly noted that this is an appeal by either selecting the "Appeal" option on the Medi-Cal Rx Secured Provider Portal submission or stating the word "Appeal" on the paper submission. For additional information regarding the PA request appeal process, refer to the *PA Adjudication* section of the [Medi-Cal Rx Provider Manual](#).

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.

Error Notification: Omission of the PA Form for NOA Letters Mailed Between 11/26/2023 and 12/26/2023

02/05/2024