



Medi-Cal Rx

Planned ePrescribing Functionality Migration for February 17, 2024

February 15, 2024

Background

As a result of Prime Therapeutics' acquisition of Magellan Rx, a series of transitions for Medi-Cal Rx users is scheduled for the first half of 2024, as previously announced in the alert titled [Upcoming Transitions for Medi-Cal Rx Applications](#).

As part of this migration, **on Saturday, February 17, 2024, a one-hour required system migration is planned for the Medi-Cal Rx ePrescribing functionality which will impact the eligibility verification and member history functions for SureScripts® users.** The migration will begin at 8 p.m. PT on Saturday, February 17, 2024, and is anticipated to end at 9 p.m. PT on Saturday, February 17, 2024. SureScripts is currently collaborating with Medi-Cal Rx and Prime Therapeutics to ensure a smooth transition.

Note: While ePrescribing will still be available during this time, the eligibility verification and member history functions will be unavailable during this system migration.

This migration will have no impact on pharmacy claims processing.

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.