



Medi-Cal Rx

Medi-Cal Rx Web Portal Prior Authorization Submission Outage

February 7, 2024

Background

Beginning at 10 p.m. PT on Saturday, February 10, 2024, a required system migration will result in a planned outage affecting the ability to submit prior authorizations (PAs) via the [Medi-Cal Rx Web Portal](#). The planned outage is anticipated to end at 8 a.m. PT on Sunday, February 11, 2024.

What Pharmacy Providers and Prescribers Need to Do

If you have PA requests to submit via the Medi-Cal Rx Web Portal after 10 p.m. on Saturday, February 10, 2024, consider postponing the submission until after 8 a.m. on Sunday, February 11, 2024. If it is necessary to submit a PA during the planned outage, you will still be able to submit via [CoverMyMeds®](#) or by fax to 1-800-869-4325 using the [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#).

The Medi-Cal Rx Web Portal will be updated once the Medi-Cal Rx Web Portal PA submission channel is available.

Important resources will be available during the planned outage, including:

- [Contract Drugs & Covered Products Lists](#)
- [Medi-Cal Rx Pharmacy Locator Tool](#)
- [Medi-Cal Rx Drug Lookup Tool](#)
- [Medi-Cal Rx Approved NDC List](#)
- [Medi-Cal Rx: CoverMyMeds® How-To Guide](#)

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: Registration for the Medi-Cal Rx Web Portal will also be unavailable during this outage.

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.