



Medi-Cal Rx

Medi-Cal Rx Claim and Prior Authorization Request Submission Outage

March 14, 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, there will be a planned outage on Saturday, March 16, 2024, during which claim and prior authorization (PA) request submissions will be unavailable.

What Pharmacy Providers and Prescribers Need to Know

On Saturday, March 16, 2024, pharmacy providers and prescribers will not be able to submit claims and PA requests via any submission channel during the outage. The outage will begin at 10 p.m. PT and is anticipated to last until 3 a.m. PT on Sunday, March 17, 2024. Claims and PA requests will not be processed during this planned outage.

Additionally, the following tools will be unavailable as a part of this outage:

- Member Eligibility Lookup
- Drug Pricing

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers should hold claim and PA request submissions during the outage. Pharmacy providers and prescribers should submit claims and PA requests after the outage has ended.

Refer to the [Medi-Cal Rx System Status](#) page for updates regarding the outage and when claim and PA request submissions can be resumed.

Note: Although claims temporarily cannot be submitted to Medi-Cal Rx, the Department of Health Care Services (DHCS) encourages pharmacy providers to dispense prescriptions to ensure member access to therapy. Submit the claim after Medi-Cal Rx point-of-sale (POS) system function has been restored. If the claim denies for utilization management (UM) edit(s), pharmacy providers may submit the claim under the Emergency Fill dispensing policy if appropriate.

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.