



Medi-Cal Rx

# Medi-Cal Rx Email Domains, Mailboxes, and Meeting Links Transitioning to Prime Therapeutics

March 21, 2024

## Background

As a result of Prime Therapeutics' acquisition of Magellan Rx, a series of application transitions have been scheduled for the first half of 2024, as previously announced in the alert titled [Upcoming Transitions for Medi-Cal Rx Applications](#). Transitions include changes to some email address domains, including the Medi-Cal Rx Education & Outreach (E&O) mailbox.

## What Pharmacy Providers and Prescribers Need to Know

- On Monday, March 25, 2024, at 12 a.m. PT, **all Magellan Medicaid Administration, LLC (MMA) Medi-Cal Rx email addresses will transition to the Prime Therapeutics domain "@primetherapeutics.com."** For example, the updated Medi-Cal Rx Education & Outreach Inbox will be [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).
  - **Note:** Providers should utilize the existing email address [MediCalRxEducationOutreach@magellanhealth.com](mailto:MediCalRxEducationOutreach@magellanhealth.com) through March 24, 2024.
- MMA individual email addresses will also transition to @primetherapeutics.com and new usernames will vary. Refer to the automatic reply messages to ensure accuracy of individual email addresses. A previous email would appear as LastNameFirstInitial@magellanhealth.com. New email addresses will appear as **FirstName.LastName@primetherapeutics.com**.
- Medi-Cal Rx Zoom meetings will transition and be hosted on the Microsoft Teams platform. New links will be provided as applicable.
- Beginning March 29, 2024, the Medi-Cal Rx E&O Reinstatement Webinar that is held on Fridays from 12 p.m. to 1 p.m. PT will utilize the new link: [Medi-Cal Rx E&O Reinstatement Webinar](#).

Individual and shared Medi-Cal Rx mailbox email domains ending in @dhcs.ca.gov are not impacted by this transition.

# What Pharmacy Providers and Prescribers Need to Do

1. Remove @magellanhealth.com email addresses from your AutoComplete cache in Outlook:
  - a. Open **Outlook**.
  - b. On the Home tab, click **New Email**.
  - c. In the To: field, type the first three characters of the cached name to trigger the AutoComplete feature.
  - d. Highlight the name or email address by hovering over it or using the Down Arrow key.
  - e. Press **Delete (X)** to remove the AutoComplete entry.
2. Effective 12 a.m. PT on Monday, March 25, 2024, providers should send their email inquiries using the updated domain, @primetherapeutics.com.

Beginning March 25, 2024, use the following email address to contact  
Medi-Cal Rx E&O:

[MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com)

## Contact Information

For questions prior to March 25, 2024, email  
[MediCalRxEducationOutreach@magellanhealth.com](mailto:MediCalRxEducationOutreach@magellanhealth.com).

For questions on or after March 25, 2024, email  
[MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).