



Medi-Cal Rx

Medi-Cal Rx Prior Authorization Submission Outage on March 22, 2024

March 21, 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 Friday, March 22, 2024, during which prior authorization (PA) request submission will be unavailable.

What Pharmacy Providers and Prescribers Need to Know

On Friday, March 22, 2024, pharmacy providers and prescribers will not be able to submit PA requests via any submission channel during the outage. The outage will begin at 11 p.m. PT and is anticipated to last until 5 a.m. PT on Saturday, March 23, 2024. PA requests will not be accepted during this planned outage.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers should hold PA request submissions during the outage. PA requests may be submitted via any submission channel after the outage has ended.

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

Pharmacy claims may still be submitted during this planned outage.

Note: Although PA request submission to Medi-Cal Rx is temporarily unavailable, the Department of Health Care Services (DHCS) encourages pharmacy providers to submit claims under the Emergency Fill dispensing policy when appropriate to assist with member access to therapy. PA requests can be submitted after Medi-Cal Rx's system function has been restored.

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.