



Medi-Cal Rx

Planned Maintenance of Medi-Cal Rx Fax Lines

March 4, 2024

Beginning at 7 a.m. PT on Thursday, March 7, 2024, the Medi-Cal Rx fax lines will undergo a brief, one-hour planned maintenance period. The brief maintenance is anticipated to end at 8 a.m. PT on Thursday, March 7, 2024. If you submit prior authorization (PA) requests or paper claims via fax, review the alternative submission methods below. This brief planned maintenance will also impact providers submitting additional information by fax in response to a PA request that was deferred by Medi-Cal Rx.

- If a fax is initiated and successfully delivered prior to the maintenance time, the fax will be processed without any disruptions.
- If a fax attempt is made during the maintenance period, the user will experience a busy signal indicating that the system is temporarily unavailable for faxing.
- If a fax transmission is already in progress during the maintenance period, it will be unsuccessful, and the user will be notified of a fax transmission failure.

Note: This maintenance process is usually swift, resulting in minimal instances of busy signals. In rare cases where a busy signal is received, users can resend after the maintenance period is over.

All Medi-Cal Rx fax line numbers will remain unchanged.

- For alternative PA request submission methods, refer to [Prior Authorization Submission Reminders](#).
- For alternative paper claims submission methods, refer to the *Claims Submission Options* flyer in the [Provider Welcome Packet](#).

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.