



Medi-Cal Rx

Medi-Cal Rx Claims and Prior Authorization Submission Outage – System Issue Resolved

June 4, 2024

Background

The purpose of this alert is to notify pharmacy providers and prescribers that on June 4, 2024, Medi-Cal Rx experienced a system issue preventing submission of claims and prior authorizations (PAs). The issue has been resolved.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers should resubmit any claims or PAs that were not processed due to the 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@primetherapeutics.com.