Updates to the Medi-Cal Rx Provider Manual

July 1, 2024

The updates/additions below have been made to the *Medi-Cal Rx Provider Manual* version 20.0.

Updates

Section	Update Description	Effective Date
Section 14.1 – PA Request Overview	• Refined language regarding the submission of prior authorization (PA) requests.	July 1, 2024
Section 14.2.3 – P4 Transaction – PA Request Only	• Added language regarding the submission of supporting documentation. • Added note pertaining to PA request status information.	July 1, 2024
Section 14.3 – Medi-Cal Rx Provider Portal for ePA Requests	• Refined section. • Added table outlining PA displayed status.	July 1, 2024
Section 14.4 – CoverMyMeds for ePA Requests	• Refined and added language regarding submissions to CoverMyMeds. • Added note pertaining to the submission of supporting documentation. • Added note pertaining to PA request status information.	July 1, 2024
Section 14.5 – Fax PA Submissions	• Refined language. • Added detailed language pertaining to the submission of PA requests.	July 1, 2024
Section 14.6 – U.S. Mail	• Refined language. • Added detailed language pertaining to the submission of PA requests.	July 1, 2024
Section 14.7 – PA Adjudication	• Refined language.	July 1, 2024
*Section 14.8 – PA Appeal Requests (**NEW!**)*	• Added language regarding appeals process for denied PA requests.	July 1, 2024

Section	Update Description	Effective Date
Section 15.9 – Pharmacy Administered Immunizations/Vaccines	• Refined language. • Added language pertaining to Ordering, Referring, and Prescribing (ORP) providers. • Refined language regarding coverage and reimbursement.	July 1, 2024
Section 20.2 – What are FWA and Overpayment?	• Refined descriptions. • Added "…, including 42 CFR Section 455.2 and W&I Code, Section 14043.1" to Fraud description.	July 1, 2024
Section 20.3 – Difference Between and Indicators of Potential FWA	• Added "Refer to the following examples of how to identify FWA." • Refined last paragraph.	July 1, 2024
Appendix C – Aid Codes	• Added and updated aid codes and descriptions.	July 1, 2024

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.