



Medi-Cal Rx

# Medi-Cal Rx Provider Portal Prior Authorization Submission Update: Member Validation Enhancement

September 30, 2024

## Background

The purpose of this alert is to inform pharmacy providers and prescribers about the enhancement of the prior authorization (PA) request system found on the [Medi-Cal Rx Secured Provider Portal](#). Beginning September 28, 2024, the PA request system will complete a member validation check in the member sections to continue the PA request submission process. The validation check will validate that the member ID, member first and last name, and member date of birth (DOB) match the details on file before continuing to the next step. This enhancement will streamline the PA request review process and remove delays caused by mismatched member information submitted.

**Note:** Registered Medi-Cal Rx providers can refer to the [Medi-Cal Rx Portal Prior Authorization Request Job Aid](#) for additional assistance on PA request submissions.

## What Pharmacy Providers and Prescribers Need to Know

Beginning September 28, 2024, when submitting a PA request via the Medi-Cal Rx Secured Provider Portal, selecting the **NEXT** button after entering member information in the Member Information section will initiate a member validation check.

The validation check will validate that the member ID, member first and last name, and member DOB matches what is on file. If the member information matches the information on file, the next section of the PA request system will load. This enhancement ensures that the PA request submitted is not delayed due to a mismatched member ID, member name, and/or member DOB.

The member information provided must match the member information on file to continue the PA request submission. If the member information provided does not match the member information on file, an error message will appear indicating that the member was not found based on the provided information.

## What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers are encouraged to review member information and accurately input details into the PA request system.

If member information provided does not match member information on file, an error message will appear indicating that the member was not found based on the provided information. Pharmacy prescribers and providers may then review the information submitted, update for

accuracy, and resubmit. If the member is still not found and the information submitted is correct, pharmacy providers and prescribers should call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.

## Resources

- [Five Ways to Submit a Prior Authorization Request](#)
- [Prior Authorization Submission Reminders](#)
- [Reminder: Establishing Medical Necessity](#)
- [Member Eligibility Lookup Tool Job Aid](#)
- [Medi-Cal Rx Portal Prior Authorization Request Job Aid](#)

## Contact Information

You can call the 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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).