



Medi-Cal Rx

Medi-Cal Rx Claim and Prior Authorization Request Submission Outage

October 20, 2024

Background

The purpose of this alert is to notify pharmacy providers and prescribers that Medi-Cal Rx is experiencing a system issue related to Real Time Eligibility (RTE) preventing the submission of claims and prior authorization (PA) requests. This outage impacts all submission methods.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers should hold claim and PA request submissions until the outage has been resolved. Refer to the [Medi-Cal Rx System Status](#) page for updates regarding the outage and when claim and PA request submissions can be resumed.

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.