



Medi-Cal Rx

Medi-Cal Rx Claim and Prior Authorization Request System Outage – Issue Resolved

October 21, 2024

Background

The purpose of this alert is to notify pharmacy providers and prescribers that Medi-Cal Rx has resolved the previously announced system issue and is now accepting all claims and prior authorization (PA) requests.

What Pharmacy Providers and Prescribers Need to Do

Medi-Cal Rx experienced a system outage from October 19 – October 20 preventing the submission of claims and PA requests. This issue has now been resolved. Pharmacy providers and prescribers should begin submitting claims and PA requests to Medi-Cal Rx.

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.