



Medi-Cal Rx

Resolved: Medi-Cal Rx Provider Portal Prior Authorization Attachments

October 9, 2024

Background

The purpose of this alert is to notify providers that the Medi-Cal Rx Provider Portal experienced a technical difficulty that resulted in the inability for some providers to submit prior authorization (PA) requests with attachments. This has been resolved as of 10:43 a.m. PT.

What Providers Need to Know

Due to a technical difficulty, some providers were unable to submit PA requests with attachments via the Medi-Cal Rx Provider Portal. An error message was returned if the PA and associated attachments were rejected. This issue has been resolved.

What Providers Need to Do

Providers who were unable to submit PA requests with attachments and received an error message via the Medi-Cal Rx Provider Portal should resubmit using their preferred submission method:

- CoverMyMeds®
- Medi-Cal Rx Secured Provider Portal
- NCPDP P4 transaction
- Fax
- U.S. mail

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.