



Medi-Cal Rx

# Update: Medi-Cal Rx Claim and Prior Authorization Request System Outage

October 20, 2024

## Background

The purpose of this alert is to notify pharmacy providers and prescribers that Medi-Cal Rx continues to experience a system issue related to Real Time Eligibility (RTE) preventing the submission of claims and prior authorization (PA) requests. **Medi-Cal Rx has temporarily turned RTE off in order to accept most claims and PA requests.**

## What Pharmacy Providers and Prescribers Need to Do

Medi-Cal Rx has temporarily turned RTE off to establish eligibility access for most Medi-Cal Rx members. Pharmacy providers and prescribers may begin submitting claims and PA requests at this time.

Claims and PA requests will continue to deny for Family Planning, Access, Care, and Treatment (Family PACT), California Children's Services (CCS), and Genetically Handicapped Persons Program (GHPP). Pharmacy providers and prescribers should continue to hold claim and PA request submissions for these populations until the outage has been resolved.

Refer to the [Medi-Cal Rx System Status](#) page for updates regarding the outage.

## 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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).