



Important Reminder: Medi-Cal Rx Transition Will Go-Live Saturday, January 1, 2022

At Alameda Alliance for Health (Alliance), we value our dedicated provider partners and appreciate all of the hard work you do to protect health and wellbeing in our community. We have an important update we would like to share with you.

Effective Saturday, January 1, 2022, the Department of Health Care Services (DHCS) will change how the Medi-Cal pharmacy benefit is administered and a new pharmacy benefit contractor, Magellan Medicaid Administration, Inc. (Magellan), will provide services and support. The new program will be called “Medi-Cal Rx.” The Alliance will no longer be the administrator for the pharmacy benefit. There will be no transition and all providers will be required to use the Medi-Cal Rx portal starting Saturday, January 1, 2022.

We have put together a list of frequently asked questions (FAQs) below to provide information on the change.

Medi-Cal Rx Transition FAQs

As a prescriber, what do I need to do?

Individual prescribers will each need to register to the Medi-Cal Rx portal to be a user:

1. Visit www.medi-calrx.dhcs.ca.gov.
2. Click on “Provider Portal.”
3. Then click on “Register.”

Once registered, providers will receive a PIN number in the mail to the address used when they signed up through the Medi-Cal Rx portal. **It could take up to 10 business days to receive a PIN number in the mail.** Once received, the rest of the Medi-Cal Rx registration process may be completed online using the assigned PIN number. **We strongly encourage providers to register as soon as possible.**

What should I do if my patient needs a new medication after Saturday, January 1, 2022, and it requires prior authorization (PA)?

For the first 180 days, no prior authorization (PA) is required for existing prescriptions without previously approved PA for drugs not on the Medi-Cal Contract Drug List. **After 180 days**, a PA must be submitted to Magellan.

Starting Saturday, January 1, 2022, providers may submit a PA to Magellan via the following:

1. Medi-Cal Rx Online Portal
 - a. The prior authorization system information and forms will be available on the Medical-Cal Rx site at www.medi-calrx.dhcs.ca.gov.
2. Fax: **1.800.869.4325**
3. CoverMyMeds
 - a. Providers can create an account and log in to submit a PA on the CoverMyMeds website at www.covermymeds.com.

Is this a change in the pharmacy benefits for Medi-Cal members?

No, there will be no change to how Alliance Medi-Cal members pay for their medications. Alliance Medi-Cal members will continue to access their pharmacy benefits as they previously have. For most Medi-Cal beneficiaries, there is no co-pay.

Is the California Children’s Services (CCS) program a part of the change?

Yes, the California Children’s Services (CCS), including the Genetically Handicapped Persons Program (CGPP), will be part of Medi-Cal Rx.

Is the Senior Care Action Network (SCAN), Cal MediConnect or Programs of All-Inclusive Care for the Elderly (PACE) part of the change?

No, pharmacy benefits for individuals in these programs will not be part of Medi-Cal Rx. These will be processed the same way as they are now. If you are unsure if your patient is part of the change, please contact DHCS via email at rxcarveout@dhcs.ca.gov.

What should I do if I have a pharmacy service-related complaint after Saturday, January 1, 2022?

Effective Saturday, January 1, 2022, Magellan will handle all pharmacy service-related complaints. To submit a complaint, please visit www.medi-calrx.dhcs.ca.gov or call Magellan Customer Service toll-free at **1.800.977.2273**.

Please Note: You can only use the Magellan website and phone number to file a complaint on or after Saturday, January 1, 2022. Pharmacy complaints through the Alliance will be discontinued on Saturday, January 1, 2022.

What are my appeal options?

Providers will be able to submit appeals for prior authorization (PA) denials, delays, and modifications through the Medi-Cal Rx portal once they have registered or by mail to:

Medi-Cal CSC, Provider Claims Appeals Unit
P.O. Box 610
Rancho Cordova, CA, 95741-0610

Member appeals will be handled through a State Fair Hearing by the California Department of Social Services. This process is different from the appeal process you may have used with the Alliance. In a State Hearing, a judge reviews the request and makes a decision. The State Hearing Request Form is available at www.dhcs.ca.gov/services/medi-cal/pages/medi-calfairhearing.aspx. Instructions and additional options can be found on the DHCS website.

Where can I get help finding a pharmacy for my patients?

Your patients may be able to use their current preferred pharmacy after Saturday, January 1, 2022.

If you need help finding a pharmacy after Saturday, January 1, 2022, please use the Medi-Cal Rx Pharmacy Locator online at www.medi-calrx.dhcs.ca.gov or call Magellan Customer Service toll-free at **1.800.977.2273**.

Please Note: You can only use this phone number on or after Saturday, January 1, 2022.

What are examples of services that may continue to be covered by the Alliance?

The Alliance Pharmacy Department has put together a helpful grid with examples of who would be responsible for certain claims related to pharmacy services. **The table below includes, but is not limited to, the listed claims.**

Where To Submit The Claim:	Claim Type:
The Alliance	70% isopropyl alcohol swabsticks, and povidone-iodine swabsticks
	betadine or pHisoHex solution
	chlorhexidine containing antiseptic
	gloves (non-sterile or sterile)
	incontinence supplies
	infusion pumps
	infusion tubing
	ostomy
	pharmacist services
	enteral supplies
	physician administered drugs (PADs)
	sheeting, waterproof (protective underpad, reusable, bed size)
	thermometer (oral or rectal)
	tracheostomy
	urological
wound care	
Magellan	diabetic test strips
	enteral nutrition products
	inhaler assistive devices
	insulin syringes
	lancets
	outpatient prescription drugs
	peak flow meter
	pen needles
The Alliance or Magellan	contraceptives
	continuous glucose meters*
	syringes and needles (non-insulin)
	alcohol (or alcohol wipes)
	diaphragms/cervical caps
	heparin/saline flush
	vaccines

***Fully Carved Out (Magellan) March 2022**

Who do I contact for help or more information?

If your patient belongs to a Medi-Cal managed care plan (MCP)	If your patient gets care from Medi-Cal fee-for-Service (FFS)
<p>On or before Friday, December 31, 2021</p> <ul style="list-style-type: none"> If your patient has questions about a medication or other pharmacy services, they can call: <p style="margin-left: 40px;">Alliance Member Services Department Monday – Friday, 8 am – 5 pm Phone Number: 1.510.747.4567 Toll-Free: 1.877.932.2738 People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929</p> For Medi-Cal Rx general questions, they can call: <p style="margin-left: 40px;">Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 TTY: 1.800.430.7077</p> 	<p>On or before Friday, December 31, 2021</p> <ul style="list-style-type: none"> If your patient has questions about a medication or other pharmacy services, they can call: <p style="margin-left: 40px;">Medi-Cal Member Help Line Toll-Free: 1.800.541.5555 TTY: 1.800.430.7077</p>
<p>On or after Saturday, January 1, 2022</p> <ul style="list-style-type: none"> For all questions, they can call: <p style="margin-left: 40px;">Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 TDD: 711 www.medi-calrx.dhcs.ca.gov</p> 	<p>On or after Saturday, January 1, 2022</p> <ul style="list-style-type: none"> For all questions, they can call: <p style="margin-left: 40px;">Magellan at the Medi-Cal Rx Call Center Toll-Free: 1.800.977.2273 TDD: 711 www.medi-calrx.dhcs.ca.gov</p>

For questions about this notice, or Medi-Cal Rx general questions, please contact DHCS via email at rxcarveout@dhcs.ca.gov. Please make sure to write that you have a question about Medi-Cal Rx. Please do NOT include personal information in your first email. If DHCS staff require additional information to assist you, they will reply with a secure email asking for your information.

Thank you for your continued partnership and for providing high quality care to our members and community. Together, we are creating a safer and healthier community for all.

Questions? Please call the Alliance Pharmacy Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4541**
www.alamedaalliance.org