

PROVIDERUpdate



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Medi-Cal Rx Transition: Use Updated Fax Numbers to Avoid Delays for Pharmacy Prior Authorizations

The Medi-Cal Rx transition is effective January 1, 2022

Be prepared for the upcoming transition of Medi-Cal pharmacy benefits to the new program called Medi-Cal Rx. To learn more and access resources, visit the Health Net* provider portal at provider.healthnet.com.

What is Medi-Cal Rx and when does it go into effect?

Medi-Cal Rx is the transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries to the new Medi-Cal Rx vendor, Magellan. Medi-Cal Rx goes into effect on January 1, 2022.

The transition will include all pharmacy services billed as a pharmacy claim, including, but not limited to, outpatient drugs (prescription and over the counter), physician administered drugs, enteral nutrition products and medical supplies.¹

Medi-Cal Rx is also responsible for pharmacy services such as:

- Prior authorizations (PAs).
- Customer service for pharmacy for beneficiaries and providers.
- Pharmacy network administration.

For more information, refer to the Medi-Cal Rx scope document for covered services after January 1, 2022, on the Department of Health Care Services (DHCS) website at dhcs.ca.gov/provgovpart/pharmacy/Documents/Medi-Cal-Rx-Scope-09-04-2020.pdf.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

800-675-6110
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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What you should do

Register – it's required

Medi-Cal providers (including, but not limited to, pharmacies and prescribing physicians) will need to register to have access to the secure Medi-Cal Rx Provider Portal in addition to the public Medi-Cal Rx website. To register:

- 1 Go to the Medi-Cal Rx website at medi-calrx.dhcs.ca.gov/home.
- 2 Click the *Secured Portal Access* drop-down menu on the upper-right side of the screen and choose the *Provider Portal* option. The Provider Portal home page opens.
- 3 Click the *Register* icon on the upper-right side of the screen.

Once the registration process is complete, secure access is available via the Medi-Cal Rx Provider Portal. In the future, the Provider Portal will include the following functionalities:¹

- Beneficiary eligibility lookup.
- Web claims submission.
- PA submission and inquiry.
- Learning management system.
- Secure message center.
- Secure chat.

Get started: Provider education and training

All Medi-Cal Rx providers, including pharmacies, prescribers and their staff, must complete secure web portal registration to access education and outreach training calendars, training course enrollment and resources.

These materials are located in the Learning Management System, Saba®. All education and outreach events will be posted in a calendar on Saba and providers can enroll in web-based instructor-led or computer-based training. To access Saba, providers must use the User Administration Console registration tool at Medi-CalRx.dhcs.ca.gov.²

To view a schedule including dates and times of training, visit the Medical Rx website's Pharmacy News page at medi-calrx.dhcs.ca.gov/provider/pharmacy-news and click on *Medi-Cal Rx Portal Registration*. Note, some materials on the DHCS website may be in the process of being updated to reflect the new implementation date of January 1, 2022.

Request PA in one of the following ways for pharmacy benefit drugs, starting January 1, 2022

- Visit covermymeds.com.
- Log in to the provider portal and submit the PA through our secured PA tool.
- Send a completed PA form via fax to 800-869-4325.
- Submit a NCPDP P4 transaction through the pharmacy POS system.
- Send a completed PA form through mail to:

Medi-Cal Rx Customer Service Center
Attn: PA Request
PO Box 730
Sacramento, CA 95741-0730

Office-administered drugs and medical benefit drugs

Office-administered drug requests and medical benefit drug reviews billed on medical claims are not a Medi-Cal Rx benefit. You should continue to submit those to the plan via fax to 833-953-3436.

For additional information, please refer to the Medi-Cal Rx Options for PA Submission Guide at medi-calrx.dhcs.ca.gov.

Prepare for the transition with a Medi-Cal Rx 101 webinar

The upcoming Medi-Cal Rx 101 webinars review the transition, provider portal information, prior authorizations, the contract drug list and more. Magellan is hosting the webinars.

Sign up today! Use the links in the chart below to join a Medi-Cal Rx 101 webinar at the designated time. All times are Pacific time.

Date	Time	Topic	Webinar link
Monday, November 15, 2021	10–11 a.m.	Medi-Cal Rx 101	https://magellanhealth.zoom.us/j/92786899995?pwd=Z2JiU0tWUkhvKzFKZzl2Vkdlb1kVCQT09&from=addon
Thursday, November 18, 2021	10–11 a.m.	Medi-Cal Rx 101	https://magellanhealth.zoom.us/j/97728764715?pwd=TXpZeWVkbXhQTU5HR1pmeUxzQWxNUT09&from=addon

Get more help online

For more information, visit the Health Net provider portal at provider.healthnet.com or refer to the following resources.

Topic	Go to...
Medi-Cal Rx overview	Medi-CalRx.dhcs.ca.gov > <i>Provider Portal</i>
Medi-Cal Rx Subscription Service	The sign-up page at mcrxsspaces.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up . Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx website.

For general questions related to Medi-Cal Rx, email RxCarveOut@dhcs.ca.gov.

Additional information

Relevant sections of Health Net's provider operations manuals will be revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website at provider.healthnet.com.

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.

¹ https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2020/10/2020.10_NF_Medi-Cal_Rx_Prescriber_Communication_v1.0_FINAL.pdf.

² https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30429_08.aspx.