Medi-Cal Rx 101
What You Need to Know
Agenda

- Medi-Cal Rx Transition Background
- Provider Portal Registration
- Prior Authorization (PA)
- Contract Drugs List (CDL) & Other Covered Products
- Pharmacy Claims
- Beneficiary Details
- Contacts & Resources
- Q&A
Medi-Cal Rx Background

Katie Trueworthy, Vice President External Affairs
Vanessa Chavez, Education and Outreach Supervisor
Medi-Cal Rx: Improving Pharmacy Processes

- Searchable Contract Drugs List (CDL)
- All Medi-Cal pharmacies are in the network
- 24-hour, 365-day Customer Service Center available
- Compatible with CoverMyMeds® for ePA
- Compatible with EHR under CoverMyMeds® and Surescripts
Objectives

- Awareness of Medi-Cal Rx
- Smooth transition
- Ongoing partnership and education
- Resources and contact information
What is Medi-Cal Rx?

Medi-Cal Rx

Medi-Cal Rx is the administration of Medi-Cal pharmacy benefits through the Fee-for-Service (FFS) delivery system. Medi-Cal Rx implements on January 1, 2022.

- Outpatient Drugs
- Pharmacy Reimbursable Physician-Administered Drugs (PADs) *
- Specific Medical Supplies *
- Enteral Nutrition Products

* For more detailed information about covered products please refer to the Medi-Cal Rx [Contract Drugs List (CDL)](#) and [Provider Manual](#)
Medi-Cal Rx Pharmacy Benefits

<table>
<thead>
<tr>
<th>Includes</th>
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<tbody>
<tr>
<td>• Medi-Cal Managed Care</td>
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<tr>
<td>• Medi-Cal FFS</td>
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<tr>
<td>• California Children’s Services (CCS)</td>
</tr>
<tr>
<td>• Genetically Handicapped Persons Program (GHPP)</td>
</tr>
<tr>
<td>• Family Planning, Access, Care, and Treatment (FPACT)</td>
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</table>

<table>
<thead>
<tr>
<th>Excludes</th>
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</thead>
<tbody>
<tr>
<td>• Senior Care Action Network (SCAN)</td>
</tr>
<tr>
<td>• Cal MediConnect</td>
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<tr>
<td>• Major Risk Medical Insurance Program (MRMIP)</td>
</tr>
<tr>
<td>• Programs of All-Inclusive Care for the Elderly (PACE)</td>
</tr>
</tbody>
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Medi-Cal Rx Provider Portal

Shaylene Gilkison, Sr. Pharmacy Services Representative
Registration – Why Sign Up?

- Prior Authorization (PA) Submission
- Submitting and Managing Pharmacy Claims
- Beneficiary Lookup Tool
- Finance Portal

Provider Portal: [https://medi-calrx.dhcs.ca.gov/provider/](https://medi-calrx.dhcs.ca.gov/provider/)
Provider Portal – Registration Overview

1. **Step 1. Request PIN in the UAC Administration Console (UAC)**
   - If needed, request Pin to be sent to an Alternate Address

2. **Step 2. Receive PIN**
   - Sent by United States Postal Service

3. **Step 3. Register with PIN**
   - Return to UAC to complete registration

4. **Step 4. Validate your account**
   - Validate via email activation link

5. **Step 5. Add Roles and Standards Users**
   - Add staff as Standard User and assign their roles
Assign UAC User Roles Under Your NPI

1. After logging on, click on the “Orgs and Roles” tab
2. Select the correct organization from the organizations list
3. Click the “role assignments” application and select what is appropriate
4. Click “Save” to save your changes
<table>
<thead>
<tr>
<th>Application</th>
<th>Role: User Privileges</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRx Provider Portal</td>
<td>California Provider Portal</td>
<td>Able to access the Secured Provider Portal, which features the following: Beneficiary Eligibility Lookup, Prior Authorization Submission and Inquiry, Secure Message Center and Chat</td>
</tr>
<tr>
<td>Web Claims Submission</td>
<td>Web Claims Submission Access</td>
<td>Able to submit claims (includes reversals and resubmissions)</td>
</tr>
<tr>
<td>Financial Portal</td>
<td>Financial Portal Access</td>
<td>Able to have full access to financial information and medical insurance payment explanation</td>
</tr>
<tr>
<td></td>
<td>835 File Access</td>
<td>Able to have access to and download the 835 File</td>
</tr>
<tr>
<td></td>
<td>EFT Access</td>
<td>Able to add and remove financial information only</td>
</tr>
<tr>
<td></td>
<td>ERA Access</td>
<td>Able to request data of medical insurance payment explanation</td>
</tr>
<tr>
<td>Saba</td>
<td>Saba Training</td>
<td>Able to view and register for trainings, class schedules and courses, calendar of education and outreach events</td>
</tr>
</tbody>
</table>
Registration Support

Office Hours

- Pharmacy Service Representatives (PSRs) are available for walkthrough registration.
- Set up a meeting by sending a request to: medicalrxeducationoutreach@magellanhealth.com

YouTube Tutorials

- Found on the Education & Outreach Website
- Provides easy-to-follow guides to help you with registration
Prior Authorization (PA)

Thu Han Nguyen, RPh, Medi-Cal Rx Clinician
Prior Authorizations (PAs)

PAs will replace SARs and TARs as of January 1, 2022.
### Pharmacy Transition Policy

**Existing prescriptions without previously approved PAs**
- Uses historical encounters/paid claims data to validate prior prescription
- Includes drugs not on the Medi-Cal CDL
- Includes drugs that otherwise have PA requirements under Medi-Cal Rx
- Excludes medication used for off-label diagnosis

**Prescriptions with previously approved PA**
- Uses PA and encounter/claims history data to “grandfather” those prescriptions
- Allows continuation of the PA through its stated duration
- Not to exceed one full year
*Pharmacies can only initiate a PA through CMM*
PA Submission via NCPDP P4

- Submit
- Inquire (P3)
- Add Information
- Reverse (P2)
PA Submission via the Secured Provider Portal

- Submit
- Check status
- Cancel
- Add additional information
Prior Authorization Submission Methods

Fax

- Fax number: 800-869-4325

Mail

- Medi-Cal Rx Customer Service Center
  Attn: PA Request
  P.O. Box Number 730
  Rancho Cordova, CA 95741-0730
Approved PA Forms

- Medi-Cal Rx Prior Authorization Request Form
- Form 50-1
- Form 50-2
- Form 61-211

Unapproved Forms
Forms not listed above will not be accepted.
What is the PA Process?

- Submission
- Review
- Case Decision

- Approve
- Defer
- Recommend Denial to DHCS
PA Appeal Intake Channels

- Secured Provider Portal
- Fax
- Mail

Appeal Submissions may be sent within 180 days from the date of the initial denial
What is the PA Appeal Process?

Appeal Submission
- PA submission must state “Appeal”

Review

Appeal Decision
- Approve
- Recommend Denial
Contract Drugs List (CDL) and Other Covered Products
Contract Drugs List

- Searchable by generic name
- Alphabetized by Therapeutic Class
- Medications not on CDL, require a PA
- Code 1 Restrictions: AL, QL, LR, and diagnosis

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Limit (AL)</td>
<td>Claim will reject if age parameters are not met.</td>
</tr>
<tr>
<td>Labeler Restriction (LR)</td>
<td>Claim must reflect indicated labeler code for claim to pay.</td>
</tr>
<tr>
<td>Quantity Limit (QL)</td>
<td>Claim will reject if defined quantity limits are exceeded.</td>
</tr>
<tr>
<td>Diagnosis</td>
<td>Claim will reject if diagnosis is not met. Note: This rejection may be resolved by the pharmacy inputting an ICD-10 code as provided on a prescription.</td>
</tr>
<tr>
<td>Drug Name</td>
<td>Dosage</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Diazepam *</td>
<td>Injection *</td>
</tr>
<tr>
<td></td>
<td>Nasal Spray *</td>
</tr>
<tr>
<td>Tablets + *</td>
<td>2 mg</td>
</tr>
<tr>
<td></td>
<td>5 mg</td>
</tr>
<tr>
<td></td>
<td>10 mg</td>
</tr>
<tr>
<td></td>
<td>20 mg</td>
</tr>
<tr>
<td>Rectal Gel *</td>
<td>2.5 mg twin pack</td>
</tr>
<tr>
<td></td>
<td>10 mg</td>
</tr>
</tbody>
</table>
• **Contract Drug Lists**
  – Blood Factors
  – Over the Counter Drugs
  – Over the Counter Cold/Cough Preparations

• **Other Lists of Covered Products**
  – Covered Enteral Nutrition Products*
  – Covered Diabetic Test Strips and Lancets*
  – Covered Pen Needles*
  – Family PACT Pharmacy Formulary
  – Pharmacy Reimbursable Physician Administered Drugs
Pharmacy Claims
Paola Barajas Sr. Pharmacy Services Representative
72-Hour Emergency Dispensing

Emergency Dispensing: Submission Guidelines

- Providers must retain documentation for any emergency fill and are subject to audit
- Bill with level of service code: 3-Emergency
- Limits to 3-day supply per fill and 3 fills per 30-days max*

* Dispensing over 3-day supply requires paper claim submission
Policy reject codes may be overridden except for eligibility, share of cost and other healthcare coverage, cannot be overridden.

Emergency Dispensing Submission Methods

Pharmacy POS or paper
BIN, PCN and RX Group Information

<table>
<thead>
<tr>
<th>NEW BIN</th>
<th>NEW PCN</th>
<th>NEW GROUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>022659</td>
<td>6334225</td>
<td>MEDICALRX</td>
</tr>
</tbody>
</table>

**Beneficiary ID**

- 14-digit beneficiary identification number
- or
- 9-digit Client Index Number
- or
- Health Access Program (HAP) ID

**Effective Date**

January 1, 2022
Claim Submission Methods

- POS
- Web & Batch
- Paper
Claim(s) Appeals Process

Identification
- Dispute action or inaction

Submission
- Provider Claim Appeal Form

Review
Submission Options for Compound Claims

POS

Paper & Fax
- Universal Claim Form
- Compound Claim Form (30-4)

Box 48 – Specific Details/Remarks must include the SNOMED® value of the claim
POS Test Claims

The Medi-Cal Rx pharmacy testing window is open through November 30, 2021!

To submit test claims contact:
MRxPharmacyTesting@magellanhealth.com

Include the following with your test claims request:
✓ Contact Name
✓ Phone Number
✓ Pharmacy NPI
✓ Switch Details
Beneficiary BIC/CIN
Beneficiaries must provide one of the options below:

**Examples of Benefits Identification Card (BIC)**

- Either of these versions are acceptable

**Examples of Client Index Number (CIN)**

- 900000000A
- 01234567A
Validate eligibility through methods listed below:

✓ The Secured Provider Portal
✓ Contacting the Customer Service Center (CSC)
Beneficiaries

MCP identification cards and associated ID numbers **cannot** be used.

Confirm beneficiary’s Medi-Cal eligibility.

Beneficiaries can obtain a new card by contacting their local county office.
Contacts & Resources
### Need Additional Help or Want to Learn More?

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td>Pharmacy Service Reps</td>
<td><a href="mailto:MediCalRxEducationOutreach@MagellanHealth.com">MediCalRxEducationOutreach@MagellanHealth.com</a></td>
</tr>
<tr>
<td>Customer Service Center</td>
<td>1-800-977-2273</td>
</tr>
<tr>
<td>Medi-Cal Enrollment: PAVE</td>
<td>1-866-252-1949</td>
</tr>
<tr>
<td>Live Chat &amp; Messaging</td>
<td>For assistance, visit the <a href="#">Contact Us</a> page</td>
</tr>
<tr>
<td>Readiness Survey</td>
<td>Take the <a href="#">Medi-Cal Rx Readiness Survey</a></td>
</tr>
<tr>
<td>Medi-Cal Rx Subscription Service (MCRxSS)</td>
<td>Sign up for <a href="#">MCRxSS</a> for the latest <a href="#">Bulletins &amp; News</a></td>
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Resource Links

<table>
<thead>
<tr>
<th>Resource Link</th>
<th>URL</th>
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<tbody>
<tr>
<td>Medi-Cal Website</td>
<td><a href="https://medi-calrx.dhcs.ca.gov/home/">https://medi-calrx.dhcs.ca.gov/home/</a></td>
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<td>Medi-Cal Rx Education &amp; Outreach</td>
<td><a href="https://medi-calrx.dhcs.ca.gov/home/education">https://medi-calrx.dhcs.ca.gov/home/education</a></td>
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<td>FAQs</td>
<td><a href="https://medi-calrx.dhcs.ca.gov/home/faq">https://medi-calrx.dhcs.ca.gov/home/faq</a></td>
</tr>
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<td>Medi-Cal Rx Communications</td>
<td><a href="https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/">https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/</a></td>
</tr>
<tr>
<td>Payer Sheet</td>
<td>NCPDP Payer Sheet Link</td>
</tr>
<tr>
<td>Billing Tips for Claims</td>
<td>Medi-Cal Rx Billing Tips for Claims</td>
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Medi-Cal Rx Summary: Improving Pharmacy Processes

- Comprehensive 180-day Transition Policy
- Searchable Contract Drugs List (CDL)
- All Medi-Cal pharmacies are in the network
- Compatible with CoverMyMeds® for ePA
- Compatible with EHR under CoverMyMeds and Surescripts
- Simple PA Process
- Robust Appeal Process
- 24-hour, 365-day Customer Service Center available
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Questions?

Thank you for attending the Medi-Cal Rx 101 Webinar
Appendix
Medi-Cal Rx Team Introductions

- Katie Trueworthy - VP, MCO Liaison and External Affairs
- Bassant Khalil - VP, Clinical Management
- Jason Manviller - Education & Outreach Senior Manager
- Vanessa Chavez - Education and Outreach Supervisor
- Shaylene Gilkison - Sr. Pharmacy Services Representative
- Paola Barajas - Sr. Pharmacy Services Representative
- Samantha Fink RN, BSN - Medi-Cal Rx Clinician
- Karen Mikhael, PharmD - Medi-Cal Rx Clinician
- Thu Han Nguyen, RPh - Medi-Cal Rx Clinician