To: Medi-Cal PCPs and Specialists
From: IEHP - Provider Relations
Date: January 18, 2022
Subject: Contact Medi-Cal Rx (Magellan) Customer Service for Assistance

Inland Empire Health Plan (IEHP) would like to remind you effective January 1, 2022, pharmacy services for Medi-Cal members are now administered by Magellan Health, Inc. under the program known as Medi-Cal Rx.

Please ensure that all prescribers in your office are either utilizing CoverMyMeds or registered for the Magellan portal to submit prior authorization requests electronically.

Please visit the new Medi-Cal Rx website as soon as possible to register (if your prescribers do not already utilize CoverMyMeds): https://uac.magellanrx.com/

If you are experiencing coverage issues or have questions, please direct your concerns to Magellan directly as IEHP’s Pharmacy Department is no longer able to resolve:

- Medi-Cal Rx Customer Service Center: 1-800-977-2273
- DHCS Medi-Cal Rx web page: https://medi-calrx.dhcs.ca.gov/home/

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at: (909) 890-2054 or (866) 223-4347.