

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

March 7, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Medi-Cal Rx Updates

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Medi-Cal Rx Bulletin & News

For the latest information on reinstatement plans for Phases II, III, and IV, please visit the Medi-Cal Rx Education & Outreach page and select the “Reinstatement” tab: <https://medi-calrx.dhcs.ca.gov/home/education/>.

Information regarding New Resources for Reinstatement Education and Support can also be found at: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/New_Resources_for_Reinstatement_Education_Support.pdf.

The website links below are additional resources to support providers through this transition:

- Upcoming Transitions for Medi-Cal Rx Applications: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Upcoming_Transitions_Medi-Cal_Rx_Applications.pdf
- Issue Resolved: Medi-Cal Rx Electronic Prior Authorization Request Submission Outage: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Issue_Resolved_ePA_Request_Submission_Outage.pdf
- National System Outage Impacting Prescription Drug Claims: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_National_System_Outage_Impacting_Prescription_Drug_Claims.pdf
- Error Notification: Omission of the Prior Authorization Form for Notice of Action Letters Mailed Between November 26, 2023, and December 26, 2023: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Omission_of_PA_Form_Notice_of_Action_Letters.pdf

Provider Action

The Medi-Cal Rx Customer Service Center (CSC) is available 24 hours a day, 7 days a week, and 365 days a year. Reach out to the CSC for help with claim denials, prior authorization status, account password and unlock assistance, beneficiary support, and other inquiries about Medi-Cal Rx at **(800) 977-2273**.

For general information, check out the following resources:

- Medi-Cal Rx Web Portal: <https://medi-calrx.dhcs.ca.gov/home/>
- Daily live Office Hours for Providers from 12 p.m. to 1 p.m. PST: <https://magellanhealth.zoom.us/j/97143651361?pwd=Vk1mckZWtUJvRC9CY2x5MkluTFJsZz09#success>
- Medi-Cal Rx List of Resources: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2024.02_A_Medi-CalRx_List_of_Resources.pdf
- Medi-Cal Rx Subscription Service (MCRxSS) sign-up: <https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSagov-Subscription-Sign-Up>



- Medi-Cal Rx Monthly Bulletin for February: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_B_Monthly_Bulletin.pdf
- Changes to the Medi-Cal Rx Contract Drug List: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Changes_to_CD.L.pdf
- Changes to the Medi-Cal Rx Pharmacy Reimbursable Physician Administered Drugs: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Changes_to_the_Pharmacy_Reimbursable_PADs.pdf
- Updates to the Medi-Cal Rx Provider Manual: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_Changes_to_CD.L.pdf
- Medi-Cal Rx Reinstatement Webinar: <https://magellanhealth.zoom.us/j/97143651361?pwd=Vk1mckZWtUJvRC9CY2x5MkluTFJsZz09#success>

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
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If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email mhcproviderbulletin@molinahealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.