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
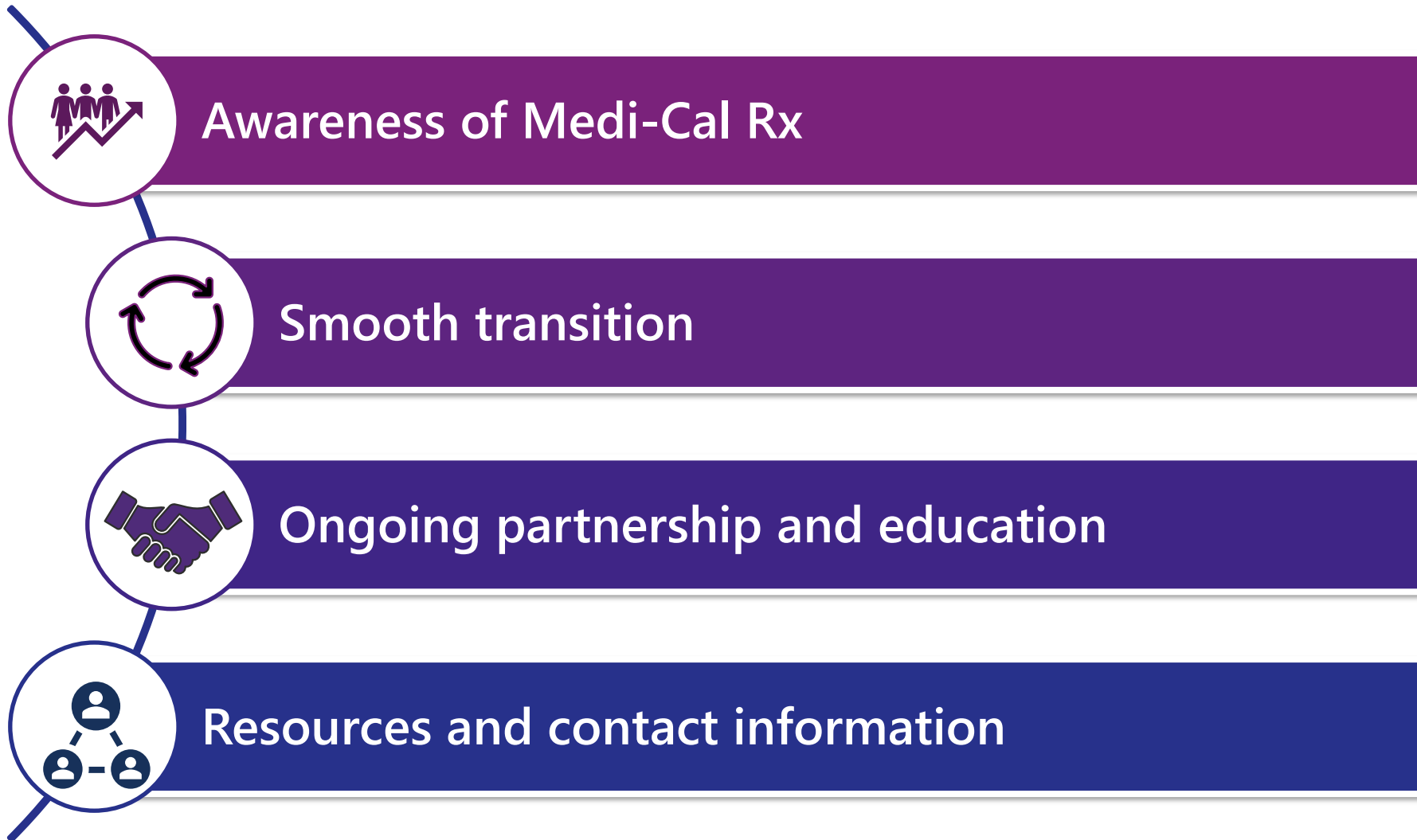*Vanessa Chavez, Education and Outreach Supervisor*

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

Includes

- Medi-Cal Managed Care
- Medi-Cal FFS
- California Children's Services (CCS)
- Genetically Handicapped Persons Program (GHPP)
- Family Planning, Access, Care, and Treatment (FPACT)

Excludes

- Senior Care Action Network (SCAN)
- Cal MediConnect
- Major Risk Medical Insurance Program (MRMIP)
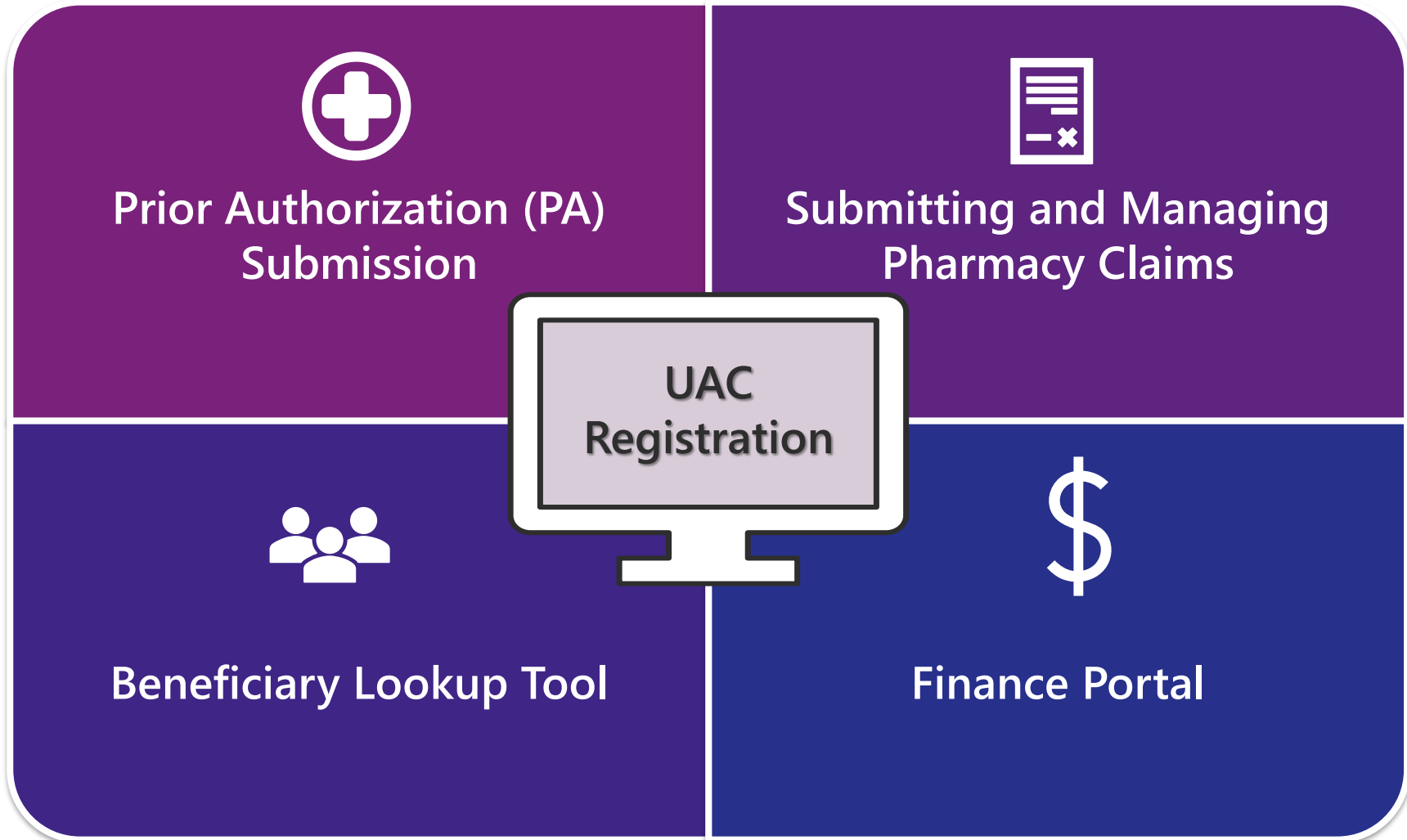- Programs of All-Inclusive Care for the Elderly (PACE)

Medi-Cal Rx Provider Portal
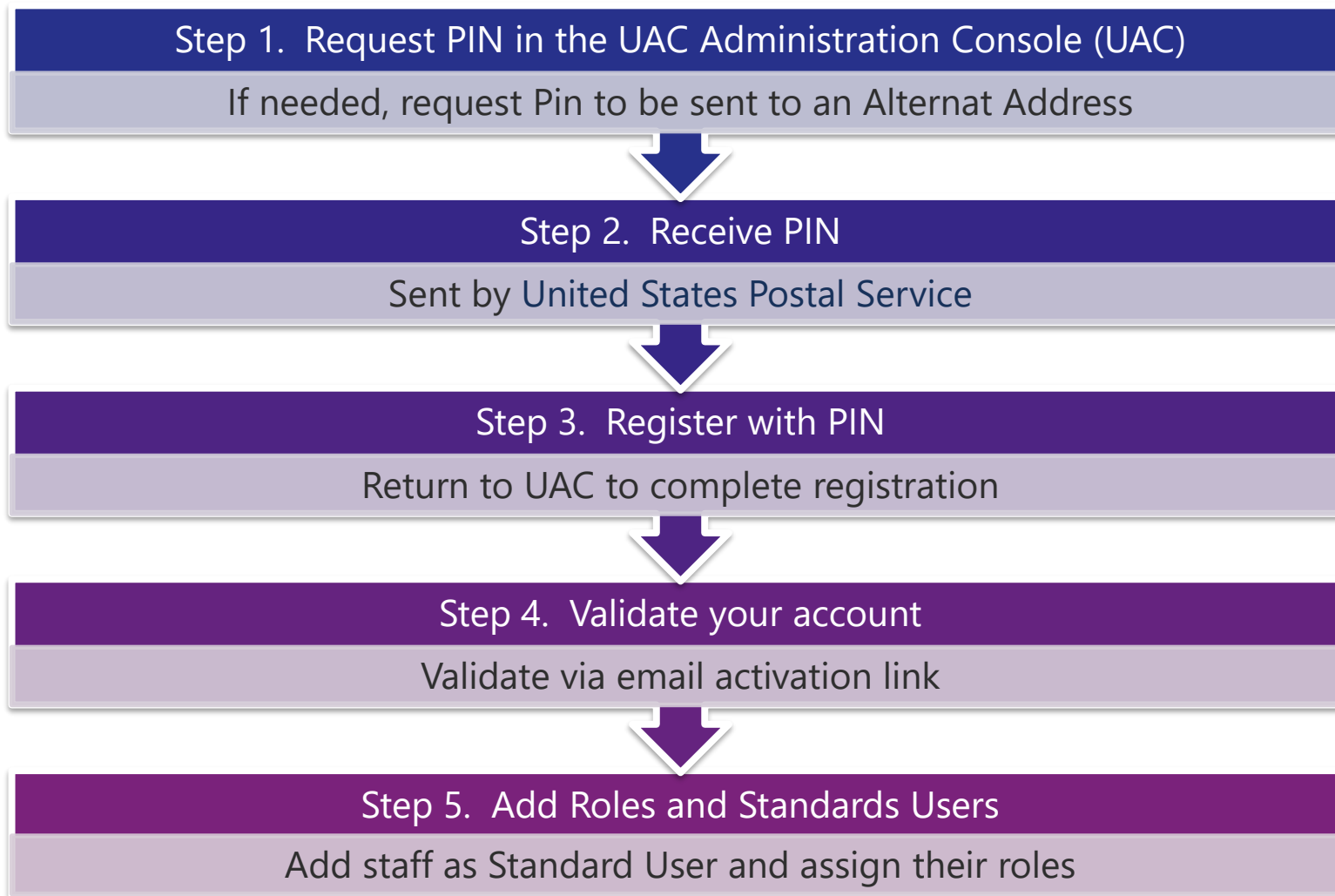## *Shaylene Gilkison, Sr. Pharmacy Services Representative*

Registration – Why Sign Up?

✚ **Prior Authorization (PA) Submission**	🗎 **Submitting and Managing Pharmacy Claims**
👥 **Beneficiary Lookup Tool**	$ **Finance Portal**

UAC Registration

Provider Portal: https://medi-calrx.dhcs.ca.gov/provider/

Provider Portal – Registration Overview

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

| Step 2. Receive PIN |
| Sent by United States Postal Service |

| Step 3. Register with PIN |
| Return to UAC to complete registration |

| Step 4. Validate your account |
| Validate via email activation link |

| 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

UAC Applications/Roles/Descriptions

Application	Role: User Privileges	Description
MRx Provider Portal	California Provider Portal	Able to access the Secured Provider Portal, which features the following: Beneficiary Eligibility Lookup, Prior Authorization Submission and Inquiry, Secure Message Center and Chat
Web Claims Submission	Web Claims Submission Access	Able to submit claims (includes reversals and resubmissions)
Financial Portal	Financial Portal Access	Able to have full access to financial information and medical insurance payment explanation
	835 File Access	Able to have access to and download the 835 File
	EFT Access	Able to add and remove financial information only
	ERA Access	Able to request data of medical insurance payment explanation
Saba	Saba Training	Able to view and register for trainings, class schedules and courses, calendar of education and outreach events

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
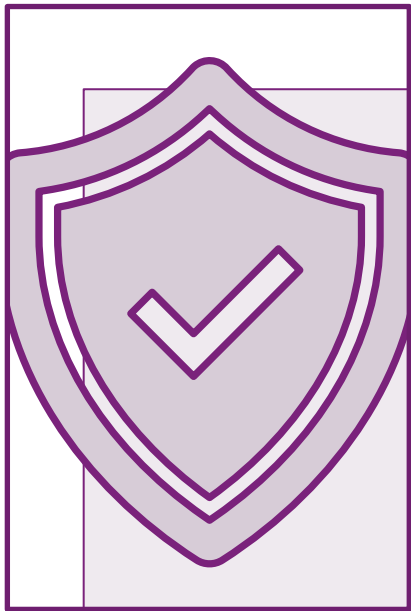- Provides easy-to-follow guides to help you with registration

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.

Prior Authorization 180 Day-Transition Period

Pharmacy Transition Policy

Existing prescriptions <u>without</u> 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
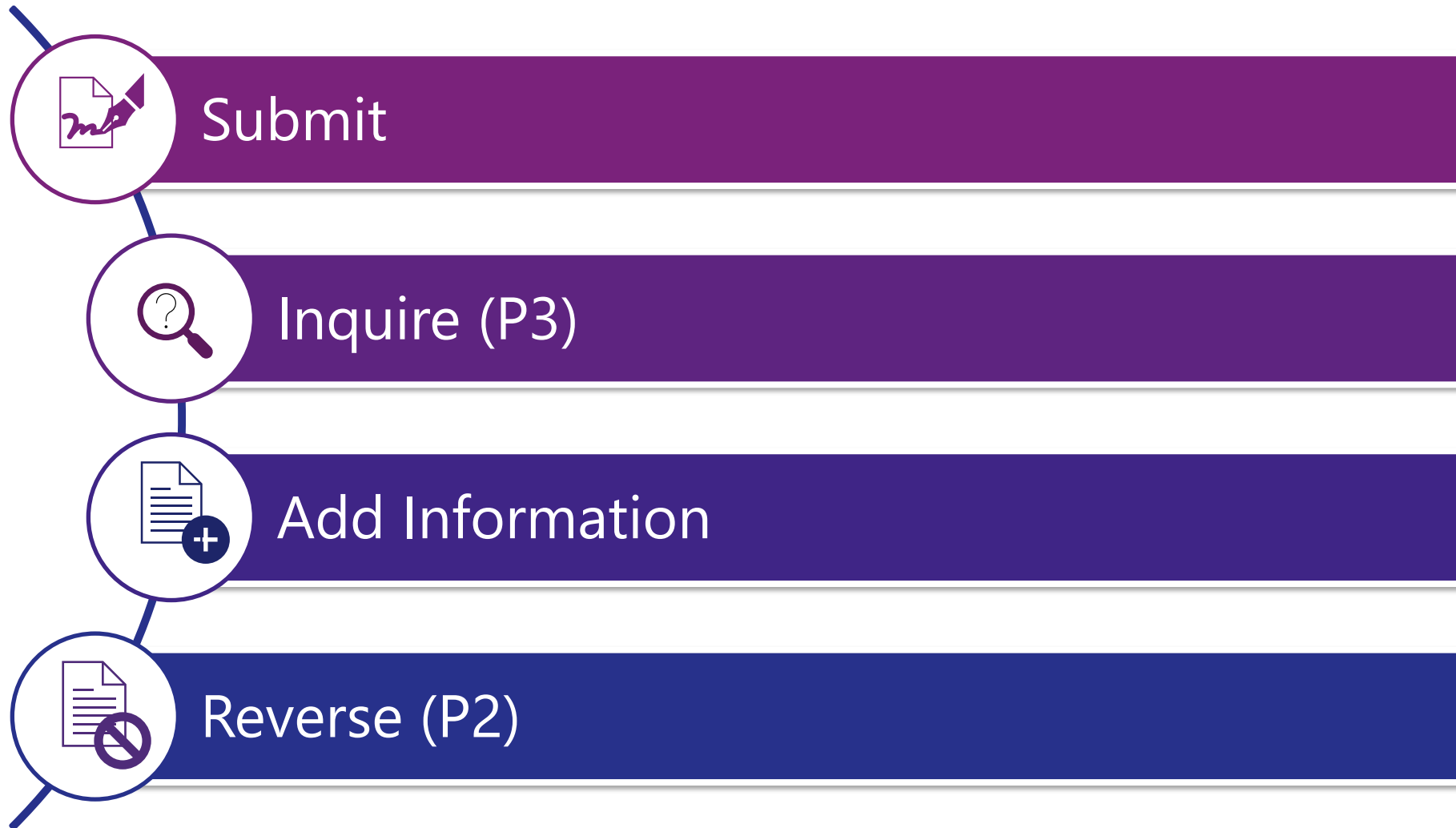
Prescriptions <u>with</u> previously approved PA

- Uses PA and encounter/claims history data to "grandfather" those prescriptions
- Allows continuation of the PA through its stated duration
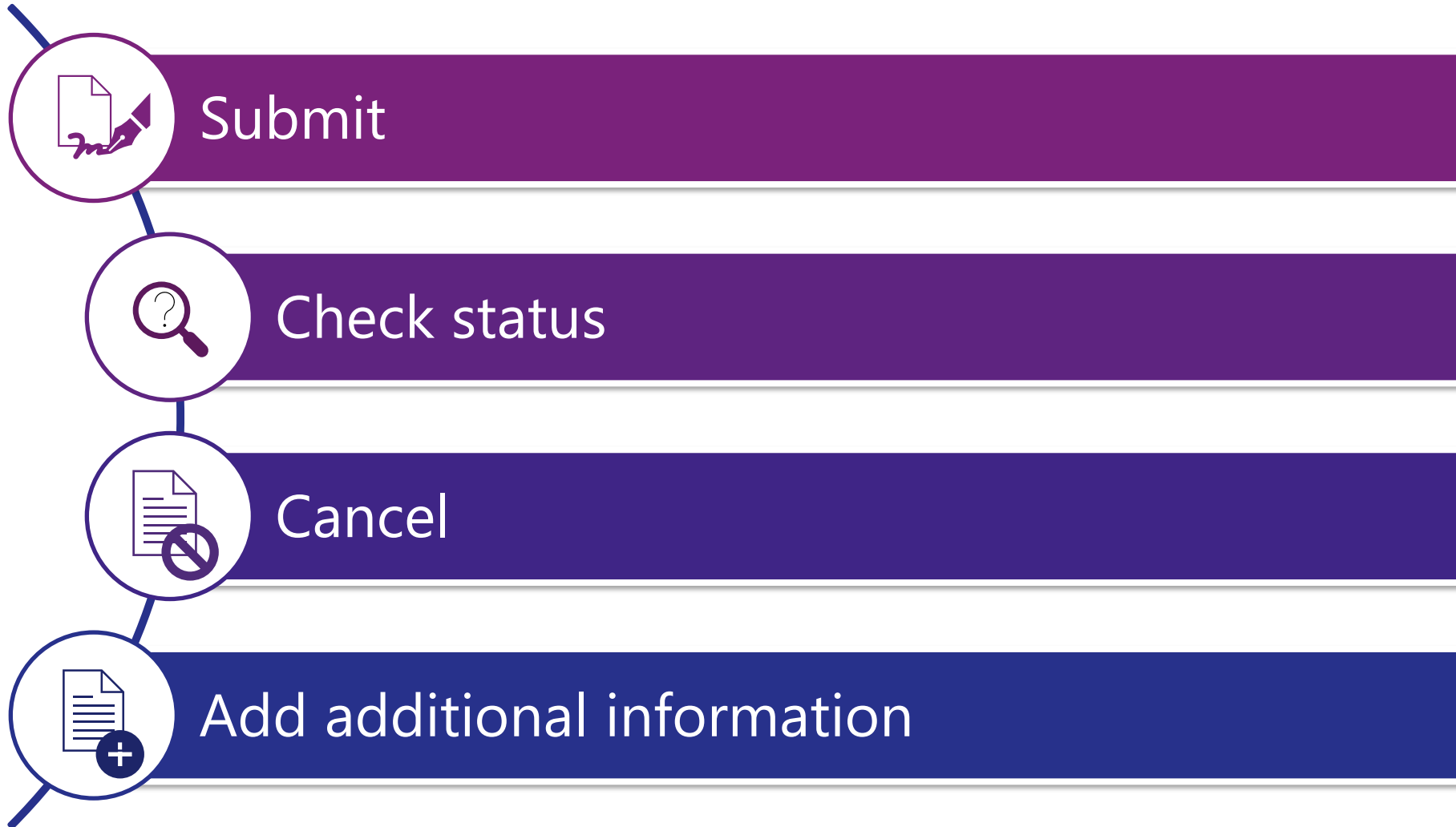- Not to exceed one full year

PA Submission Methods

- NCPDP P4
- Medi-Cal Rx Secured Portal
- CoverMyMeds ® (CMM)*
- Fax
- Mail
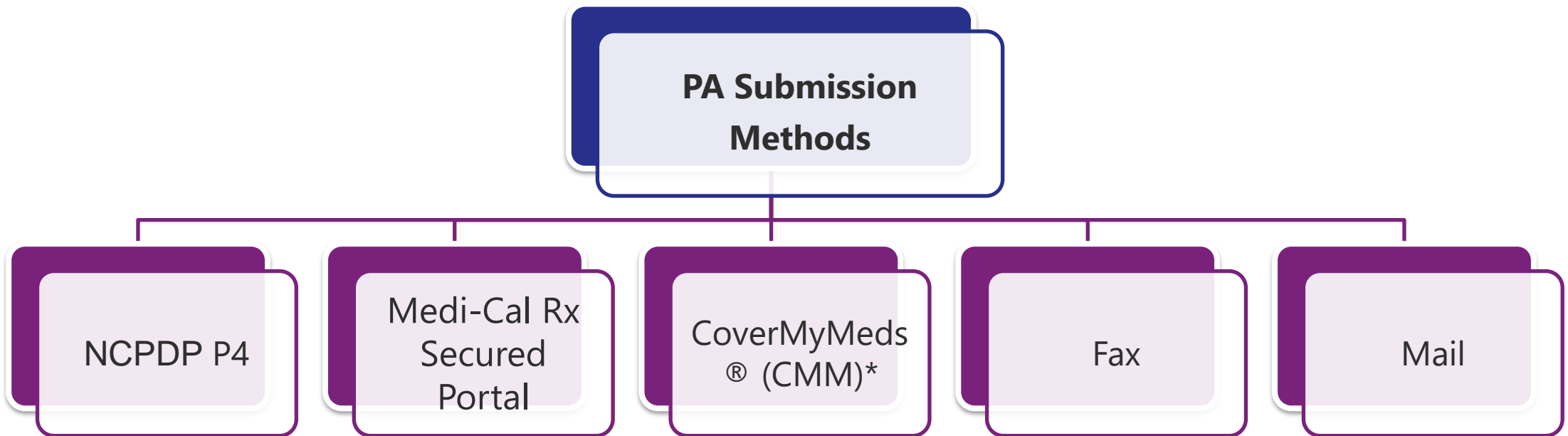
*Pharmacies can only initiate a PA through CMM

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
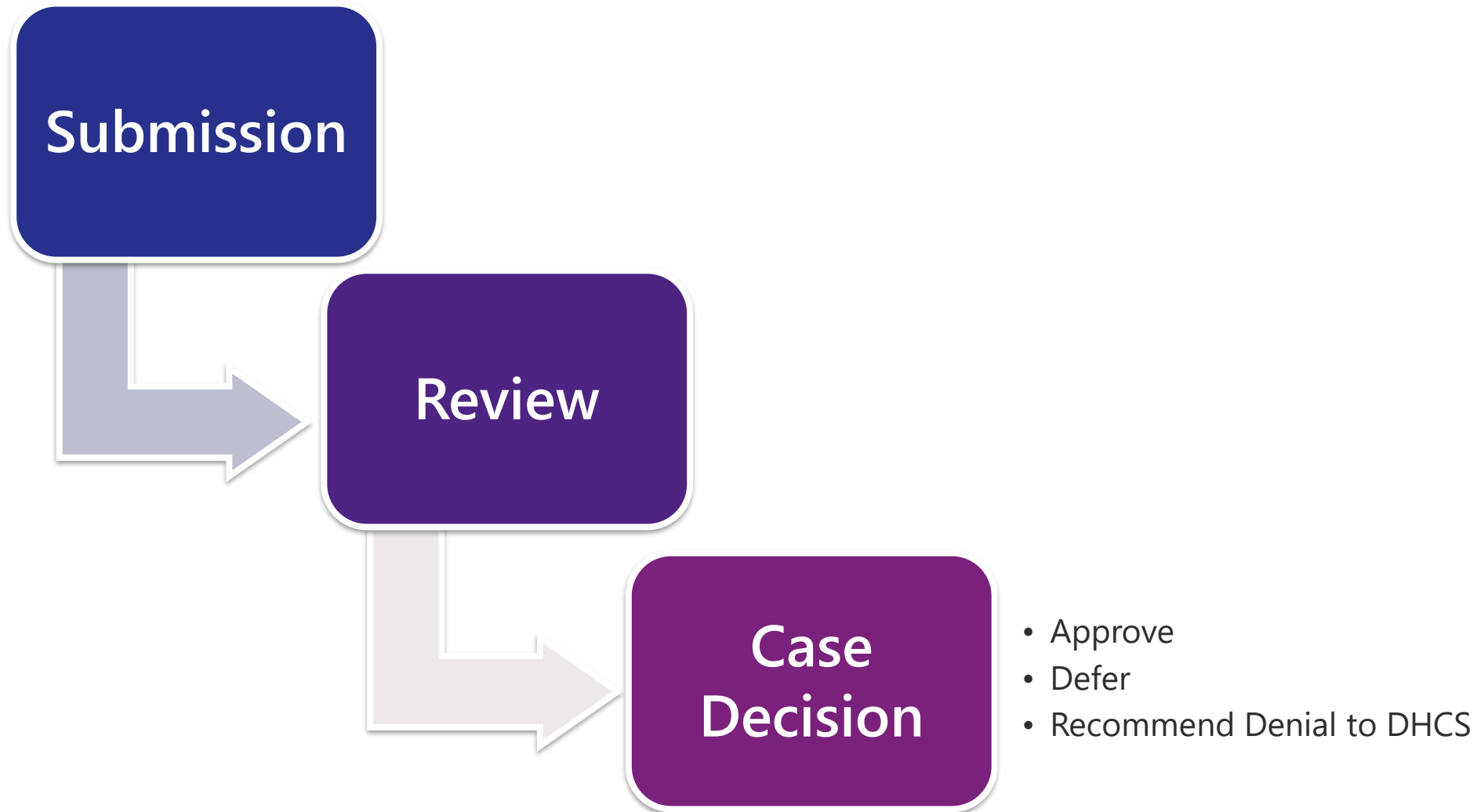 P.O. Box Number 730
  Rancho Cordova, CA 95741-0730

Approved PA Forms

Medi-Cal Rx Prior Authorization Request Form

Form 50-1

Form 50-2

Form 61-211
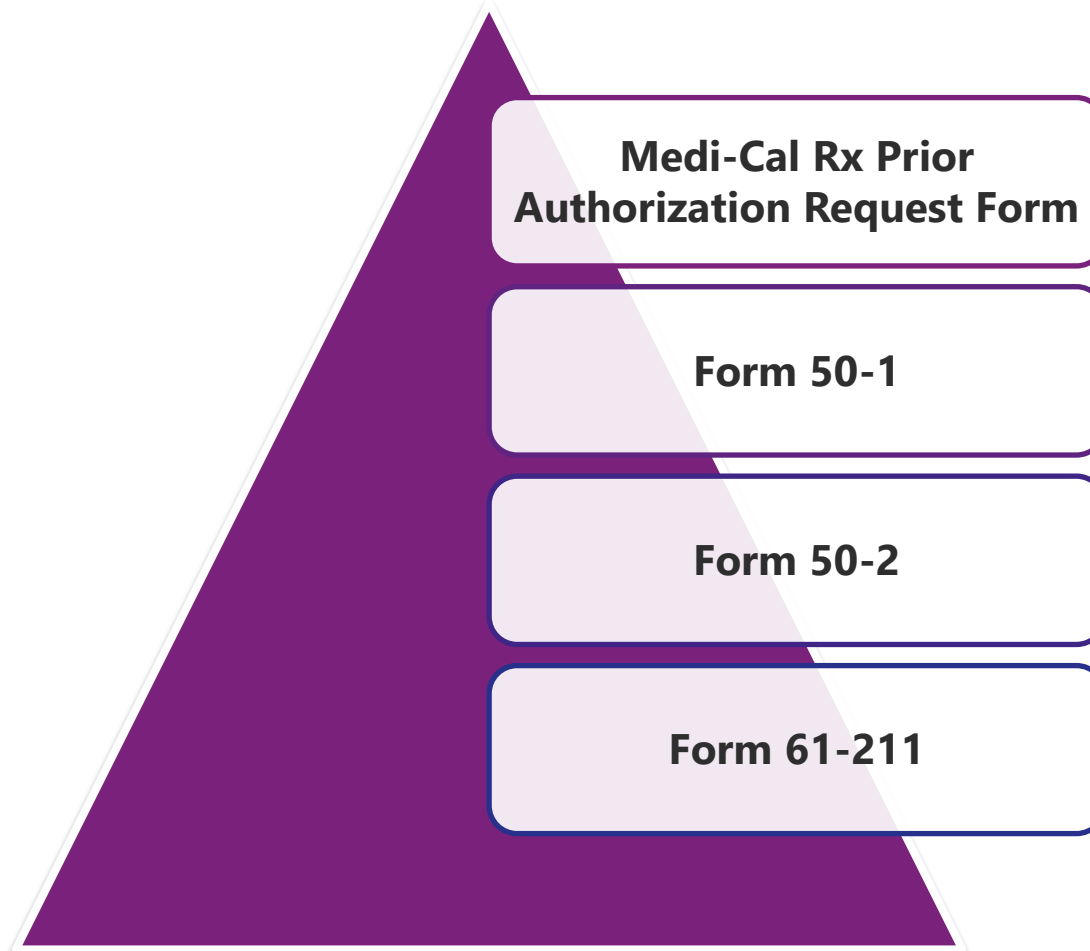
Unapproved Forms
Forms not listed above will not be accepted.

What is the PA Process?

Submission → **Review** → **Case Decision**

- Approve
- Defer
- Recommend Denial to DHCS

PA Appeal Intake Channels

Secured Provider Portal

Fax

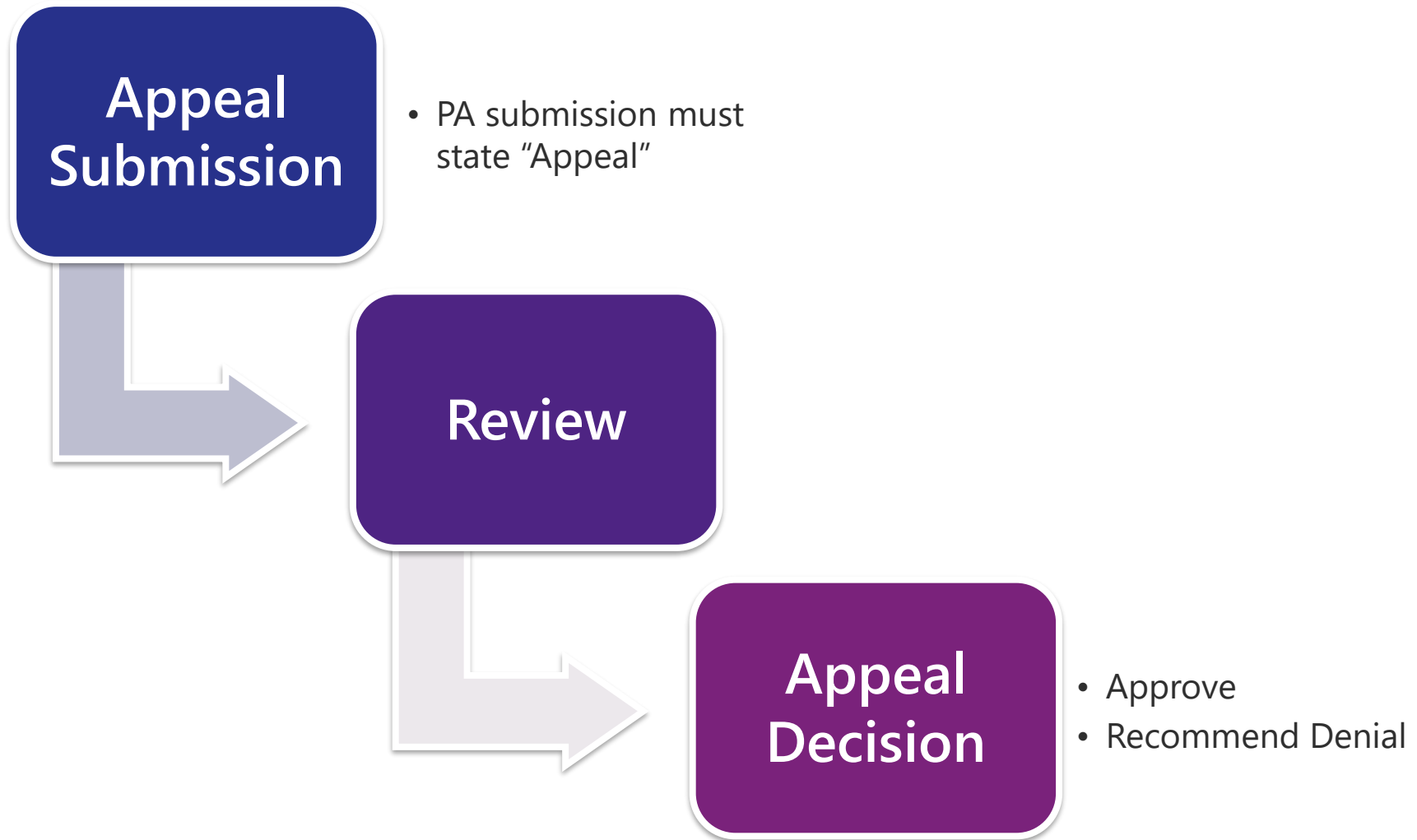Mail

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

Code	Description
Age Limit (AL)	Claim will reject if age parameters are not met.
Labeler Restriction (LR)	Claim must reflect indicated labeler code for claim to pay.
Quantity Limit (QL)	Claim will reject if defined quantity limits are exceeded.
Diagnosis	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.

CDL Navigation

Drug Name	Dosage	Strength/ Package Size	Billing Unit	UM Type	Code 1
Diazepam *	Injection *	5 mg/ml	ml	AL	* Use in beneficiaries less than 2 years of age requires prior authorization approval for all dosage forms except the nasal spray.
	Nasal Spray *	5 mg 10 mg 15 mg 20 mg	ea ea ea ea	AL, LR, QL	* Restricted to use in Cerebral Palsy, Athetoid States, or Spinal Cord Degeneration for the injection only.
	Tablets + *	2 mg 5 mg 10 mg	ea ea ea ea	QL	* Restricted to use in the treatment of acute epilepsy in patients 6 years of age and older. Also restricted to a maximum quantity of 20 blister packs (10 cartons) in any 12-month period; and to NDC labeler code 72252 for the nasal spray only.
	Rectal Gel *	2.5 mg twin pack 10 mg delivery system twin pack 20 mg delivery system twin pack	ea ea ea	AL, LR, QL	**Note:** The billing unit for the nasal spray is a blister pack. Each carton contains 2 blister packs.

Medi-Cal Rx: Forms & Information Page

- **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

72-Hour Emergency Dispensing-Edits

If the service qualifies as Emergency Dispensing

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

NEW BIN	NEW PCN	NEW GROUP
022659	**6334225**	**MEDICALRX**
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
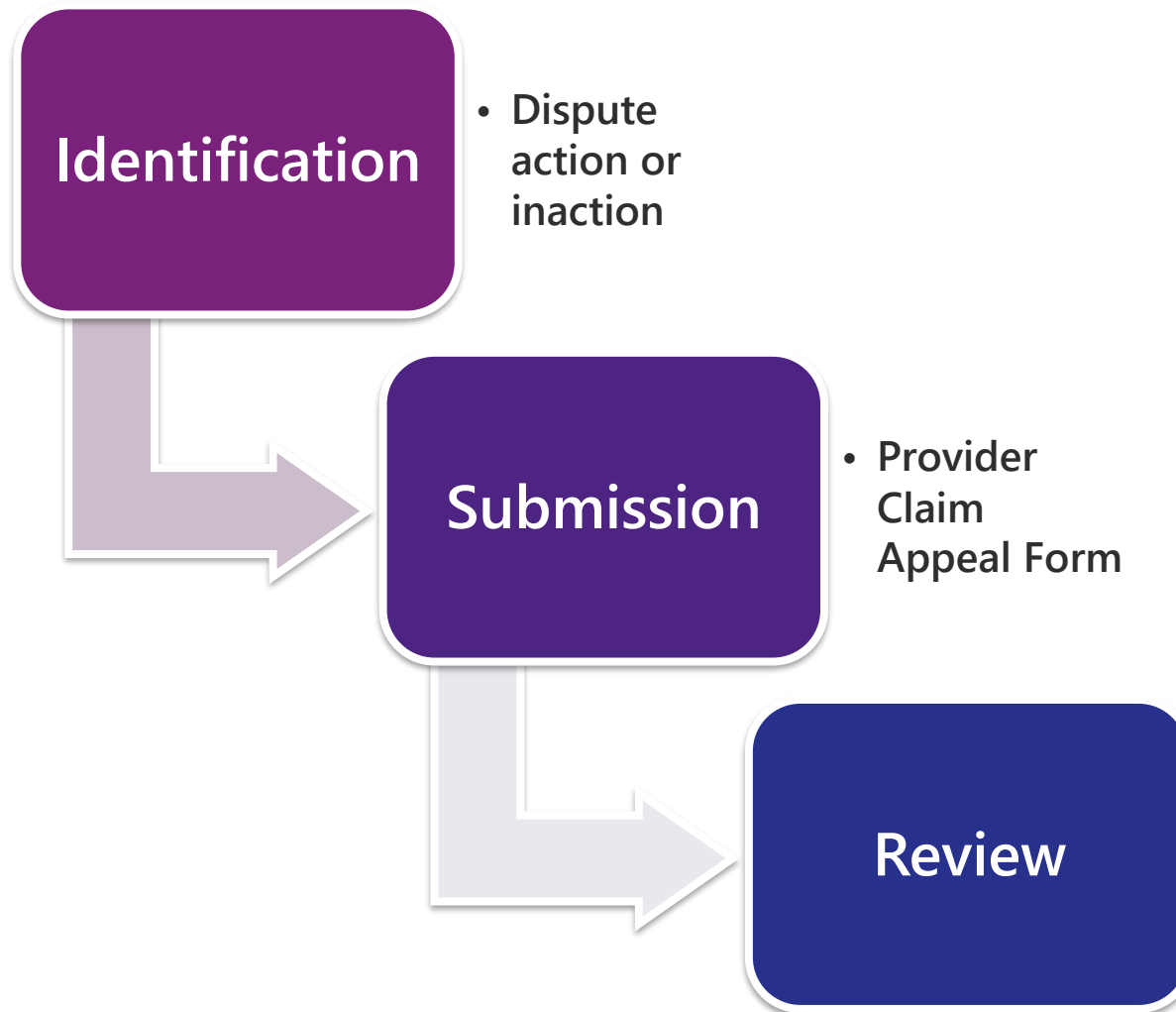
Submission Options for Compound Claims

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)*	Examples of Client Index Number (CIN)
OR	**90000000A** **OR** **01234567A**

*Either of these versions are acceptable

Beneficiary Eligibility

Validate eligibility through methods listed below:

✓ The Secured Provider Portal

✓ Contacting the Customer Service Center (CSC)
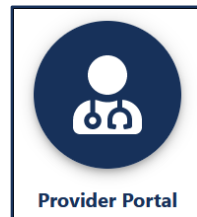
Beneficiaries

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

SEARCH | 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?

Pharmacy Service Reps	MediCalRxEducationOutreach@MagellanHealth.com
Customer Service Center	1-800-977-2273
Medi-Cal Enrollment: PAVE	1-866-252-1949
Live Chat & Messaging	For assistance, visit the Contact Us page
Readiness Survey	Take the Medi-Cal Rx Readiness Survey
Medi-Cal Rx Subscription Service (MCRxSS)	Sign up for MCRxSS for the latest Bulletins & News

Resource Links

🏠	**Medi-Cal Website**	https://medi-calrx.dhcs.ca.gov/home/
🤲	**Medi-Cal Rx Education & Outreach**	https://medi-calrx.dhcs.ca.gov/home/education
📖	**Provider Manual**	https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/forms-and-information/manuals/Medi-Cal_Rx_Provider_Manual.pdf
💬	**FAQs**	https://medi-calrx.dhcs.ca.gov/home/faq
	Medi-Cal Rx Communications	https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/
📄	**Payer Sheet**	NCPDP Payer Sheet Link
	Billing Tips for Claims	Medi-Cal Rx Billing Tips for Claims

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
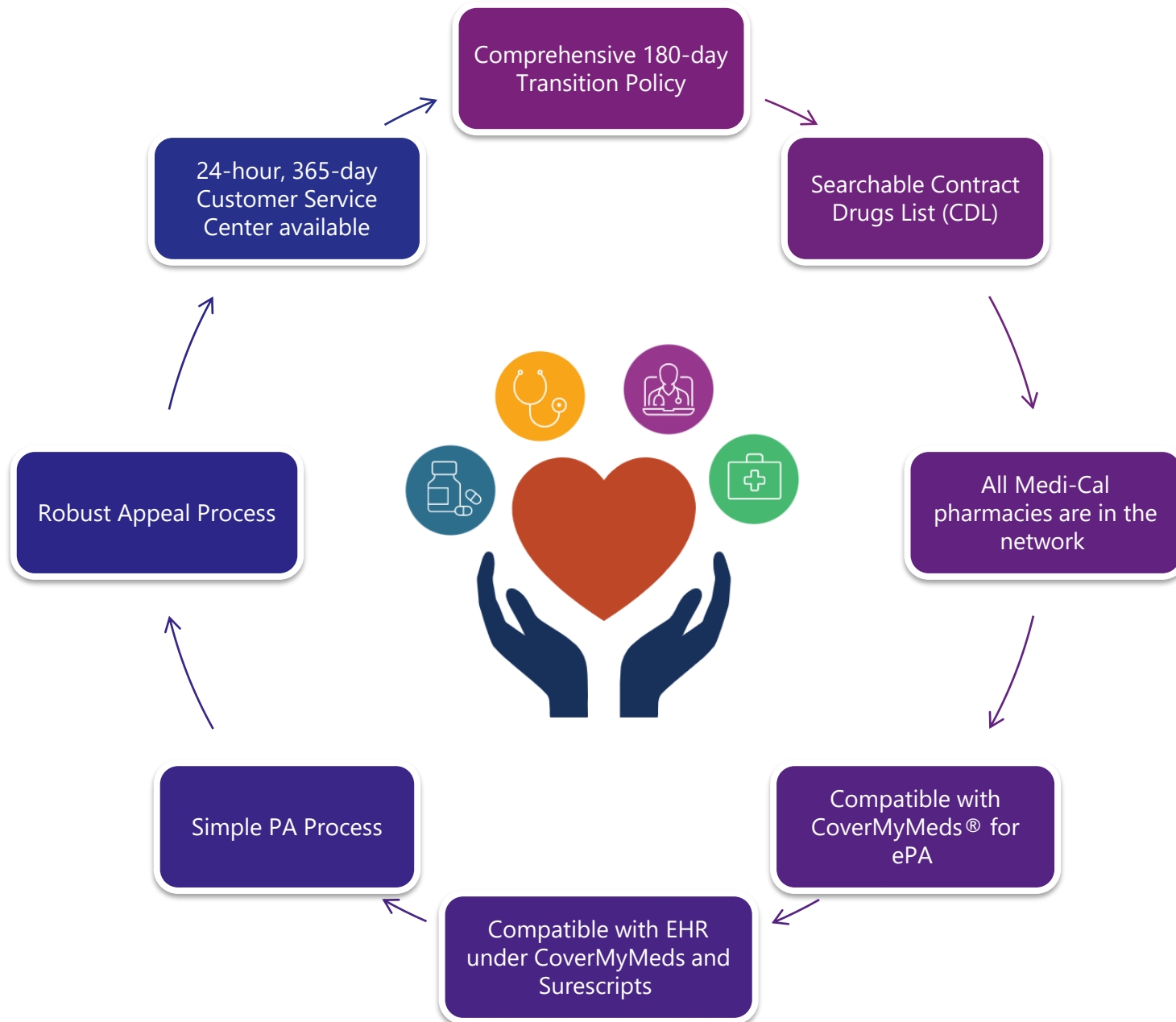
Questions?

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*