



To: Medi-Cal Providers and Medi-Cal IPAs
From: IEHP – Provider Relations
Date: October 23, 2020
Subject: **Medi-Cal Rx - Transition of Medi-Cal Pharmacy Administration Services to Magellan Medicaid Administration, Inc.**

Inland Empire Health Plan (IEHP) would like to remind our Medi-Cal Provider Network that effective **January 1, 2021**, Magellan Medicaid Administration, Inc. (MMA) will assume operations for Medi-Cal Rx on behalf of the State of California Department of Health Care Services (DHCS).

Medi-Cal Rx will include all services billed as a pharmacy claim, including but not limited to, outpatient drugs (prescription and over the counter), Physician Administered Drugs (PADs), enteral nutrition products, and medical supplies.

Medi-Cal Rx Benefits will be administered through the fee-for-service delivery system. The intent of this change is to improve access to pharmacy services and standardize the Medi-Cal pharmacy benefit statewide.

What should you do right now to get ready for Medi-Cal RX?

IEHP and DHCS strongly encourage our Providers to visit the new Medi-Cal Rx website as soon as possible (<https://medi-calrx.dhcs.ca.gov>) to:

- Review general information about the transition;
- Access registration for the Magellan Medi-Cal Rx portal; and
- Review schedule of trainings available on the new Medi-Cal Rx Portal.

IEHP is here to help support you as we all prepare for the Medi-Cal Rx transition!

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

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

Enclosures:

- Medi-Cal Rx Web Portal Registration Training Update
- Medi-Cal Rx Prescribers Communication



Medi-Cal Rx Web Portal Registration & Training Update

October 16, 2020

The Department of Health Care Services (DHCS) began publishing articles regarding Medi-Cal Rx in April 2020. This is the seventh article in the series. The intent of these articles is to ensure that Medi-Cal prescribers and pharmacies, and other interested parties, are better informed for the upcoming Medi-Cal Rx transition.

The transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries, Medi-Cal Fee-for-Service (FFS) or Managed Care Plans (MCPs), to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (Magellan), goes into effect on January 1, 2021.

Medi-Cal Rx Web Portal

As previously announced, the functionality for the [Medi-Cal Rx Web Portal](#) is being implemented in stages. The first stage, which was implemented in June 2020, introduced publicly available features and content. Prescribers, pharmacy providers, and beneficiaries can visit the site to review current program information and sign up for the [Medi-Cal Rx Subscription Service \(MCRxSS\)](#). This is a free service that keeps the public up to date on the latest Medi-Cal Rx news.

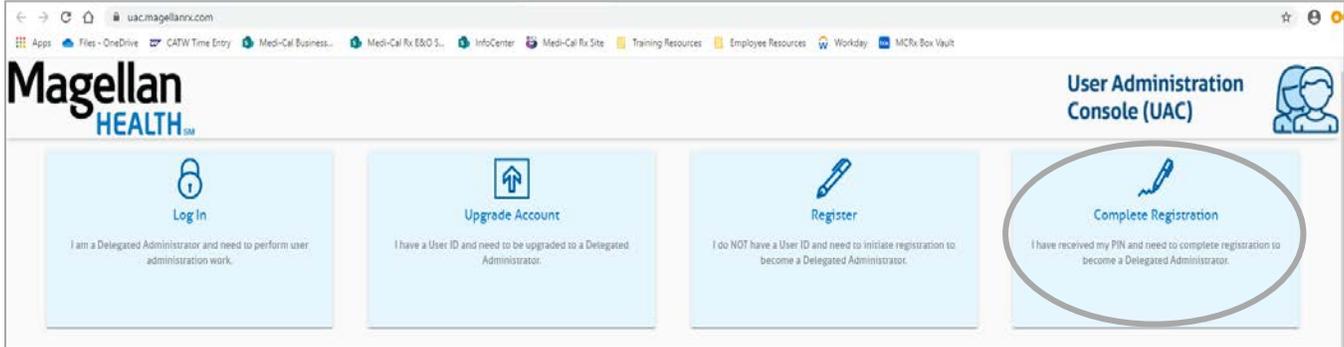
The next stage, which will be implemented in the coming weeks, will give interested parties access to provider bulletins and manuals for newly added features. Medi-Cal Rx is now enhancing the Web Portal and introduced the secure Provider Portal. MCPs and providers have the ability to sign up for training and education events through this secure portal.

Prior to accessing the secure Provider Portal, all providers are required to first complete registration via the User Administration Console (UAC) application. If providers have not yet completed the first stage of registration, please review the [Medi-Cal Rx Web Portal and Training Registration](#) document for instructions on getting started.

UAC Registration

After providers have completed the first stage of UAC registration to request a PIN letter, they will need to return to the [UAC website](#) and complete registration after receiving the PIN letter via standard mail. When returning to UAC to enter the PIN, providers should click on the

“Complete Registration” tile on the far right-hand side of the UAC screen to access the appropriate page for completing UAC registration.



Once providers have completed registration, they will need to designate a single point of contact to manage employee access to the secured Medi-Cal Rx Web Portal. This contact is known as a Delegated Administrator. This individual will register and create a single User ID and Password to become the Delegated Administrator for one or more pharmacy providers or prescribers and will be responsible for granting access to various applications.

All Medi-Cal Rx providers, including pharmacies, prescribers, and their staff, will need to complete secure Web Portal registration in order to access education and outreach training calendars, training course enrollment, and resources located in the Medi-Cal Rx Learning Management System (LMS), Saba. All education and outreach events will be posted in a calendar on Saba and providers will have the ability to enroll in web-based instructor-led or computer-based training. To access Saba, providers will need to utilize the UAC application at www.Medi-CalRx.dhcs.ca.gov.

Additional UAC office hours were added for October and November to assist providers in successfully completing UAC registration. To register for an Office Hours session, please email the Medi-Cal Rx Education and Outreach Team at MediCalRxEducationOutreach@MagellanHealth.com and provide the following information in your email:

- Name of individual
- Provider name
- National Provider Identifier (NPI)
- Phone #
- Email address
- Preferred date and time of Office Hours session

UAC Office Hours	
Dates	Times
Tuesday, October 13	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Thursday, October 15	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Tuesday, October 20	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Thursday, October 22	10 a.m. – 11 a.m. or 2 p.m.– 3 p.m.
Tuesday, October 27	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Thursday, October 29	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Monday, November 2	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Friday, November 6	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Monday, November 9	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Friday, November 13	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Monday, November 16	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., or 1 p.m. – 2 p.m.
Monday, November 23	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., or 1 p.m. – 2 p.m.

Training Information – Saba

Saba is the one-stop shop for education and outreach information for Medi-Cal Rx providers. Topics to be covered during the Saba training sessions include how to view the education and outreach events calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness.

Training sessions for Saba will be offered via a series of computer-based trainings (CBTs) and job aids with step-by-step instructions. In addition, the Medi-Cal Rx Education and Outreach Team will offer live webinar sessions via Hewlett Packard Enterprise (HPE) MyRoom™. To register to attend a live webinar, please email Medi-Cal Rx Education and Outreach at MediCalRxEducationOutreach@MagellanHealth.com and provide the following information in your email:



- Name of individual
- Provider name
- NPI
- Phone #
- Email address
- Preferred date and time of Saba training session

Additionally, providers will need to confirm in their email that they have completed the following tasks when sending a request for Saba training:

- Registered successfully for UAC
- Received a PIN letter and completed UAC Registration
- Registered as the Delegated Administrator or have been created as a user by the Delegated Administrator
- Have added or been granted access to the Saba application

Saba Training Sessions	
Dates	Times
Monday, October 19	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Wednesday, October 21	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Monday, October 26	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Wednesday, October 28	10 a.m. – 11 a.m. or 2 p.m. – 3 p.m.
Tuesday, November 3	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Wednesday, November 4	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Thursday, November 5	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Tuesday, November 10	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Wednesday, November 11	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.
Thursday, November 12	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., 1 p.m. – 2 p.m., or 2 p.m. – 3 p.m.

Saba Training Sessions	
Dates	Times
Friday, November 20	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., or 1 p.m. – 2 p.m.
Monday, November 30	9 a.m. – 10 a.m., 10 a.m. – 11 a.m., or 1 p.m. – 2 p.m.



Medi-Cal Rx Prescriber Communication

October 21, 2020

What is Medi-Cal Rx and when does it happen?

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 Medicaid Administration, Inc. (MMA). Medi-Cal Rx goes into effect January 1, 2021 and 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 (PADs), enteral nutrition products, and medical supplies.

How does it affect prescribers?

As a prescribing Medi-Cal Provider, [registration for the Medi-Cal Rx portal](#) will be required to access pharmacy services tools for Prior Authorizations, pharmacy claim submissions and status updates. The systems currently used to submit Prior Authorizations for prescriptions and pharmacy claim submission will change. As of January 1st, 2021, Medi-Cal prescribers will use the secure [Medi-Cal Rx Provider Portal](#) to perform multiple functions related to the submission of PA requests, including, but not limited to, the following: PA submission, status inquires, cancellation, and adding additional information or documents to “In Progress” requests. The transition to Medi-Cal Rx will also include an updated Contract Drug List (CDL) that you will need to get familiar with.

What should I do?

Start by visiting the new [Medi-Cal Rx website](#) to review general information about the transition and to access registration and training for the new Medi-Cal Rx Portal. The Medi-Cal Rx site serves as a platform to educate and communicate available resources, information, and changes to interested parties. Educational content and frequently asked questions (FAQs) will be posted and updated regularly. Additionally, a [Medi-Cal Rx Subscription Service \(MCRxSS\)](#) is available so interested parties can sign up and receive regular Medi-Cal Rx updates by email.

Next, get familiar with the CDL by visiting <https://medi-calrx.dhcs.ca.gov/home/faq> and clicking on the “Policy Considerations” link on the left side of the page. The current CDL can be viewed in the Medi-Cal website under [Provider Manuals](#). Starting on January 1, 2021, the CDL will be available on the [Medi-Cal Rx website](#).

Lastly, Medi-Cal providers (including, but not limited to, pharmacies and prescribing physicians) will need to register to have access to a secure provider portal in addition to the public Medi-Cal Rx website. To register, click on the “Secured portal access” option on the top right of the homepage, choose “Provider Portal” and then click on the “Register” icon.

Once the registration process is completed, secure access is available via the [Medi-Cal Rx Provider Portal](#) and on January 1, 2021 will include the following functionalities:

- Beneficiary Eligibility Lookup
- Web Claims Submission
- Prior Authorization Submission and Inquiry
- Learning Management System
- Secure Message Center
- Secure Chat

The Department of Health Care Services (DHCS) strongly encourages the Medi-Cal prescriber community to closely monitor upcoming Medi-Cal Rx news and bulletins for additional information regarding any future updates.