



# Introducing the Medi-Cal Rx Education & Outreach Team

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November 9, 2021

The Medi-Cal Rx Education & Outreach team is committed to providing effective communication and training to all beneficiaries, pharmacy providers, and prescribers. This team of Pharmacy Service Representatives (PSRs) is dedicated to support you. PSRs are here to provide targeted and timely personalized assistance.

## Why Contact the Education & Outreach Team?

- PSRs are available to guide, train, and troubleshoot issues encountered during and after the transition to Medi-Cal Rx.
- PSRs will offer site visits upon request to support the Medi-Cal Rx provider community.
- PSRs will offer virtual Office Hours for your convenience.
- PSRs will also be your point of contact to make recommendations and find solutions for unresolved provider issues and escalations.

## How to Contact the Education & Outreach Team

Email [MediCalRxEducationOutreach@MagellanHealth.com](mailto:MediCalRxEducationOutreach@MagellanHealth.com) to submit inquiries to the Education & Outreach team. This mailbox is monitored Monday – Friday, 8 a.m. – 5 p.m. (PT). Inquiries will be answered within 48 hours. Please include the following information in the body of your email:

- Individual/organization name
- National Provider Identifier (NPI)
- Phone number
- Email address

You can find more information on the [Medi-Cal Rx Education & Outreach page](#).