



A Public Entity

Inland Empire Health Plan



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

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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/>
- IEHP Medi-Cal Rx web page:  
<https://www.iehp.org/en/providers/pharmacy-services?target=medi-cal-rx>

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://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.