

Provider Bulletin

Molina Healthcare of California

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

February 13, 2024

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

February 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
- State of Emergency Override Activation: Submission Clarification Code 13: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_State_Emergency_Override_Activation_SCC13.pdf
- Rite Aid Closure in Needles, CA: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/pharmacy-news/2024.02_A_State_Emergency_Override_Activation_SCC13.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-CalRxDHCSgov-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
California Hospital Systems (SNFs, LTSS, ICF/DD)	Teresa Suarez Laura Gonzalez	562-549-3782 562-549-4887	Teresa.Suarez2@molinahealthcare.com Laura.Gonzalez3@molinahealthcare.com
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts Anita White	562-517-1014 562-549-3550 562-549-4809 562-549-4069 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Latoya.Watts@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	Briana.Givens@molinahealthcare.com Salvador.Perez@molinahealthcare.com Dolores.Ramos@molinahealthcare.com Lincoln.Watkins@molinahealthcare.com