

Provider Bulletin

Molina Healthcare of California

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

February 29, 2024

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

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_Rite_Aid_Closure_Needles_CA.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-CalRxDHCSagov-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.

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