



State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

**90/60-Day Notice to FFS and MCP Members
Medi-Cal Rx Transition**

September 25, 2020

Dear Medi-Cal Beneficiary (or Legal Representative):

This letter does not apply to you if your health plan is one of the following:

- **Senior Care Action Network (SCAN)**
- **Programs of All-Inclusive Care for the Elderly (PACE)**
- **CalMediConnect (CMC)**
- **Major Risk Medical Insurance Program (MRMIP) Plan.**

For everyone else in Medi-Cal, your prescription medications will be covered by “Medi-Cal Rx” starting on January 1, 2021. This does not change your Medi-Cal eligibility or benefits.

If you are eligible for both Medicare and Medi-Cal, the new plan may cover prescriptions Medicare does not.

What is changing?

On January 1, 2021, your Medi-Cal prescription drug coverage will change. The Department of Health Care Services (DHCS) is working with a new contractor, Magellan Medicaid Administration, Inc. (Magellan) to provide Medi-Cal Rx pharmacy services.

There will be no change in how you pay for your medications. For most Medi-Cal beneficiaries, there is no cost.

Drug List and Pharmacy List changes are detailed in this letter.

What do I need to do?

Most people in Medi-Cal will not need to do anything. Your health plan, doctors, and pharmacies know about the changes and know what to do.

Will I need to change my medication?

Most people will not have to change their medications. The list of drugs that require prior approval may be different. Your doctor may need to get approval to refill

prescription(s). He or she may talk to you about changing to a medication that does not require prior approval.

Will my pharmacy change?

Most pharmacies will accept Medi-Cal Rx. You can contact the Medi-Cal Member Help Line (1-800-541-5555, TTY 1-800-430-7077) to ask if your pharmacy will accept Medi-Cal Rx. If you need help finding a pharmacy on or after January 1, 2021, use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov or call Customer Service at 1-800-977-2273.

What happens now?

On or after January 1, 2021, take your Benefits Identification Card (BIC) when you go to the pharmacy. The pharmacy will use it to fill your prescription. If you are enrolled in a Medi-Cal managed care plan, also bring your health plan ID card. If you need help, talk to your doctor or use the table below.

What if I have questions?

You can email DHCS at RxCarveOut@dhcs.ca.gov. Make sure to write in the email that you have a question about Medi-Cal Rx. Please do NOT include personal information in your first email.

	On or Before December 31, 2020	On or After January 1, 2021
If you belong to a Medi-Cal Managed Care Plan (MCP)	<ul style="list-style-type: none"> If you have questions about your medication or other pharmacy services, please call your Managed Care Plan. If you have questions about this notice or have Medi-Cal Rx general questions, contact the Medi-Cal Member Help Line (1-800-541-5555, TTY 1-800-430-7077), Monday thru Friday, 8am to 5pm. 	<ul style="list-style-type: none"> You can call the Medi-Cal Rx Call Center Line (1-800-977-2273 twenty-four hours a day, seven days a week or 711 for TTY, Monday thru Friday, 8am to 5pm). Or use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov
	On or Before December 31, 2020	On or After January 1, 2021
If you get your care from Fee For Service (FFS) Medi-Cal	<ul style="list-style-type: none"> If you have questions about this notice or have Medi-Cal Rx general questions, contact the Medi-Cal Member Help Line (1-800-541-5555, TTY 1-800-430-7077), Monday thru Friday, 8am to 5pm. 	<ul style="list-style-type: none"> You can call the Medi-Cal Rx Call Center Line (1-800-977-2273 twenty-four hours a day, seven days a week or 711 for TTY, Monday thru Friday, 8am to 5pm). Or use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov

Starting January 1, 2021, the new plan will accept and resolve any complaints.

You can submit a complaint in writing or by telephone.

- Visit www.Medi-CalRx.dhcs.ca.gov or,
- Call Customer Service at 1-800-977-2273 or 711 for TTY

Your health plan will no longer handle pharmacy complaints or appeals on or after January 1, 2021.

How can I appeal a benefit decision?

The California Department of Social Services has a State Hearing process if you want to appeal a pharmacy benefit decision. If you get your prescriptions through a Medi-Cal managed care plan, the appeal process with the State Hearing is different from the appeals process you may have used previously. In a State Hearing, a judge reviews your request with clinical input from DHCS pharmacists to make a decision that aligns with Medi-Cal pharmacy policy.

If a prescription is denied or changed, a form to request a State Hearing will automatically be sent to you with the notice of the denial or change. If you do not agree with a denial or change related to your pharmacy services and benefits under Medi-Cal Rx, you can ask for a State Hearing. You can ask for a State Hearing by sending the State Hearing request form to:

California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 19-37
Sacramento, CA 94244-2430

You may also call to ask for a State Hearing toll-free at 1-800-952-5253 (TTY: 1-800-952-8349). Please note that the number can be very busy so you may get a message to call back later.

To get more information about the State Hearing Process, visit www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx.

On or after January 1, 2021, you can also get the State Hearing request form by going to www.Medi-Cal.Rx.dhcs.ca.gov or by calling Customer Service at 1-800-977-2273 twenty-four hours a day, seven days a week, or 711 for TTY Monday thru Friday, 8am to 5pm.