

October 28, 2020

PROVIDER ALERT

**Med-Cal Rx
WHAT YOU NEED TO KNOW!
About Specialty Medications – Part 1**

To: Health Plan of San Joaquin (HPSJ) Provider Network
From: Health Plan of San Joaquin
Subject: Medi-Cal Rx, the Pharmacy Carve-Out – Your Bi-Weekly Update
ABOUT SPECIALTY MEDICATIONS – First Example
Respiratory syncytial virus (RSV): 2020-2021 Palivizumab (SYNAGIS)
Business: **Medi-Cal**

The Centers for Disease Control and Prevention (CDC) reports that **Respiratory syncytial virus (RSV)** is known as one of the most common illnesses among infants and children. The American Academy of Pediatrics (AAP) recommends administration of **palivizumab (Synagis)**, to prevent serious RSV illness in qualifying high-risk infants and young children.

RSV is usually seasonal which occurs during fall, winter and spring. In the Central Valley, the RSV season is between November 1st through March 31st of every year.

After January 1, 2021, ALL outpatient pharmacy medications will be provided by Medi-cal Rx for Medi-Cal beneficiaries.

Palivizumab (SYNAGIS) is one example of how this will work.

- A change is coming for how to facilitate access to Palivizumab (Synagis) for Respiratory Syncytial Virus (RSV) for qualifying high-risk patients.
- Until December 31, 2020** – Diplomat Specialty Pharmacy will continue to supply Synagis and other specialty medications that are outpatient specialty medications.
- As of January 1, 2021** – Providers must get Synagis from any specialty pharmacy provider that is registered and credentialed **through Medi-Cal Rx and has a contract with Sobi.**
- Please see the attached Synagis notice for qualifying providers. Health Plan of San Joaquin wants to make sure providers are prepared for this transition.

WATCH FOR YOUR NEXT Medi-Cal Rx Alert –

List of specialty prescribed drugs that must be ordered via Medi-Cal Rx.

Attachments: 1) 90/60-Day Notice from DHCS to Medi-Cal Members (3 pages)
2) SYNAGIS Limited Distribution Specialty Pharmacy Network (1 page)

Medi-Cal Rx – About Specialty Medications – Part 1

Health Plan of San Joaquin

October 28, 2020

January 1, 2021 –

- Health Plan of San Joaquin pharmacy benefits will be transitioned to and administered by the new agency, **Medi-Cal Rx**.
- **ALL** outpatient pharmacy drugs will be covered by Medi-Cal Rx.
- The Department of Health Care Services (DHCS) has partnered with Magellan Medicaid Administration, Inc. to provide this benefit and support Medi-Cal Rx.

(4) Things you can do NOW!

- 1. Register** for the secure **Medi-Cal Rx Provider Web Portal**.
 - <https://medi-calrx.dhcs.ca.gov/home>
- 2. Create a plan** for your HPSJ patients' medication starting January 1, 2021. DHCS has created a transition plan to ensure that coverage for beneficiaries' medication will continue from January 1, 2021.
- 3. Review** online, www.Medi-CalRx.dhcs.ca.gov:
 - Medi-Cal Rx Pharmacy Transition Policy
 - Contract Drug List (CDL)
 - List of covered pharmacy providers
- 4. Call**, if you have questions:
 - **Before Jan 1: Medi-Cal Member Help Line**, 1-800-541-5555 TTY/TDD 711, Monday through Friday, 8 am to 5 pm.
 - **As of Jan 1, 2021, Medi-Cal Rx Call Center Line**, 1-800-977-2273 TTY/ TDD 711, 24/7, or visit www.Medi-CalRx.dhcs.ca.gov

During this transition, HPSJ wants to make sure our members are served without disruption – and you, your staff and business operations are supported. Look for more from HPSJ in coming days.



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.



SYNAGIS Limited Distribution Specialty Pharmacy Network

Order SYNAGIS by calling or faxing prescriptions to these specialty pharmacies.



AcariaHealth

 1-855-422-2742
 1-877-252-2444



Accredo

 1-877-482-5927
 1-877-369-3447



Advanced Pharmacy Solutions

 1-800-464-7736 (option 3)
 1-949-582-6111



AllianceRx Walgreens Prime

 1-888-282-5166
 1-855-569-2511



Amber Specialty Pharmacy

 1-888-370-1724
 1-402-896-3774



Avella Specialty Pharmacy

 1-877-546-5779
 1-877-546-5780



CVS Specialty Pharmacy

 1-800-237-2767
 1-800-323-2445



Diplomat Specialty Pharmacy

 1-888-293-9309 (option 1)
 1-866-391-1890



Duncan Specialty Pharmacy

 1-270-247-3725
 1-270-247-6033



Elixir Specialty Pharmacy

 1-877-437-9012
 1-877-309-0687



Exactus Pharmacy Solutions

 1-866-458-9246
 1-866-458-9245



Humana Specialty

 1-800-486-2668
 1-877-405-7940



Hy-Vee Pharmacy Solutions

 1-877-794-9833
 1-402-861-4941



Lumicera Health Services

 1-855-847-3554
 1-855-847-3558



Magellan Rx Pharmacy

 1-866-554-2673
 1-800-327-4561



Optum Specialty Pharmacy

 1-888-293-9309 (option 1)
 1-866-391-1890



PerformSpecialty

 1-855-287-7888
 1-844-489-9565



US Bioservices

 1-877-842-4604
 1-877-872-4606

Vital Care Rx



 1-877-229-1724
 1-877-229-1725

Walmart Specialty Pharmacy



 1-877-453-4566
 1-866-537-0877

In Puerto Rico

Optima Health

 1-787-883-5959
 1-787-883-6042

Special Care Pharmacy Services

 1-787-781-4585
 1-787-783-2951



SYNAGIS CONNECT™ can answer questions and provide support in understanding our specialty pharmacy network. Call **1-833-SYNAGIS (1-833-796-2447)**, Monday through Friday 8 AM to 8 PM EST, to speak to a representative or visit **SYNAGISHCP.com** for additional resources.

For more information about SYNAGIS, including full [Prescribing Information](#), please visit [SYNAGIS.com](#).

