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SECTION 14: PHARMACY SERVICES

PHARMACY SERVICES

The Health Plan's Pharmacy Department is dedicated to providing high quality, cost-effective pharmaceutical care to Members and to working with Providers to achieve the best clinical outcomes.

PHARMACY CLAIMS SUBMISSION

Under the guidance of California Governor Gavin Newsom's Executive Order N-01-19, DHCS has transitioned all outpatient pharmacy dispensing services from the managed care (MC) plans to Medi-Cal Rx. This was to provide standardization of the Medi-Cal pharmacy benefit statewide, under one pharmacy benefit manager, Magellan. Doing so allowed for improvement of Medi-Cal beneficiary access to pharmacy services with a pharmacy network that includes approximately 94% of the state's pharmacies. Additional resources and information for Providers can be found at <https://medi-calrx.dhcs.ca.gov/Provider/>.

As a result of this transition, all outpatient pharmacy drugs will be covered by Medi-Cal Rx. Providers will submit all claims to Medical Rx for adjudication. Providers can submit direct inquiries to Medi-Cal Rx Call Center Line, 1-800-977-2273 TTY/ TDD 711, 24/7, or visit www.Medi-CalRx.dhcs.ca.gov.

Health Plan remains responsible for the processing and payment of all pharmacy services billed on medical and institutional claims. This includes the cost of facility-administrated drugs, depending on the case history, for major organ transplants, as well as Physician Administered Drugs (PADs).

CLINICAL PROGRAMS

The Health Plan's Pharmacy Department has developed several clinical programs to help ensure safe, effective, and efficient use of medications. From time-to-time the Provider, the individual, or their pharmacy may receive written notification about opportunities for improvement in the Member's care. These areas may include (but are not limited to) diabetes care, asthma care, Congestive Heart Failure (CHF) care, high risk medications, and/or medication adherence.

For questions or for more information about any of the Health Plan's clinical programs, please contact the Provider Services Department at (209) 942-6340.