



# **Medi-Cal Rx Advisory Workgroup**

***Transitioning Medi-Cal Pharmacy Services  
from Managed Care to Fee-For-Service***

October 21, 2020, 1:00 – 5:00 p.m.  
*WebEx Meeting*



# Today's Agenda

- Welcome & Introductions
- Project Timeline
- Project status and implementation updates
- Key project milestones and metrics
- Recent and upcoming additions to the Medi-Cal Contract Drug List (CDL)
- Other state department collaboration efforts

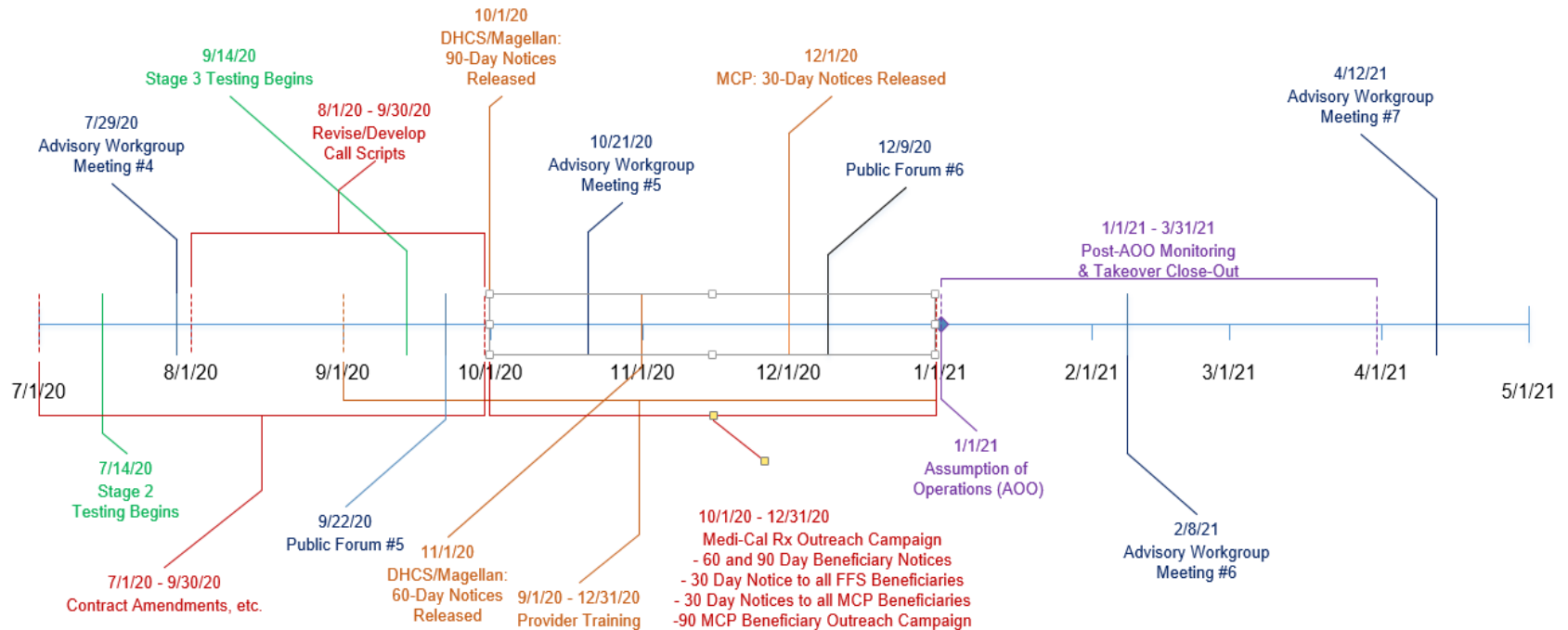


# Today's Agenda (Cont.)

- Testing Status and Overview
- Complaints & Grievances Policy Updates
- Informing Materials & Outreach Plan Updates
- Helpful Information & Resources
- Question & Answer Session



# Project Timeline



**\*Note:** Activities before July 1, 2020 included requirements gathering, systems configuration, stakeholder meetings, stage 1 testing, rate development and external communications development. This information is available in prior versions of the timeline.

**\*Disclaimer:** This Medi-Cal Rx implementation timeline is tentative and subject to change. Activities and/or milestones may be added, modified and/or deleted, as applicable, by DHCS based upon discussions with the Medi-Cal Rx Contractor, Magellan.



# Project Status and Implementation Updates

- DHCS/Magellan are just over two months from “go-live”.
- The project is currently in a “green” status, which means all major milestones and deliverables are on track.
- As of October 9, the overall project implementation is 73% complete
- Requirements and validation phase complete.
- DHCS/Magellan are well into testing those requirements and our policy build through three stages of testing.
- Planning and strategy sessions for operational readiness on 1/1/21



# Key Project Milestones and Metrics

- **Status of Medi-Cal Rx Deliverables:**
  - Total deliverables due before 1/1/21 – 140
  - As of 10/9/20, 65 approved, 35 in process
  - On track for implementation on 1/1/21
- **Status of Provider Enrollment:**
  - As of 10/9/20, Medi-Cal has enrolled 6315 (96%) out of 6581 licensed outpatient pharmacies in California.
  - DHCS is conducting outreach activities to identify and enroll pharmacies not currently in Medi-Cal.



# Recent and Upcoming Additions to the Medi-Cal CDL

- **Contract Drug List (CDL) and Managed Care Plan(MCP) Formularies:**
  - As of 1/1/20, the aggregate gap of drugs requiring prior authorization between all MCP formularies and CDL was approximately 20%.
  - As a product of DHCS' analysis, 70 medications have been added to the CDL since 1/1/20, reducing the aggregate gap to approximately 8%.
  - A primary goal of DHCS' analysis was to create greater alignment and remove prior authorization requirements on medically necessary drugs, where clinically appropriate.
  - DHCS continuously evaluates drugs for placement on the CDL.



# Other State Department Collaboration Efforts



## ▪ Key Focus for CDSS:

- Organizational planning regarding the Fair Hearing process.
- Identifying transitional activities and conducting operational readiness assessments.
- Projected caseload assessments and resource planning/allocation.

## ▪ Key Focus for DMHC:

- Health plan transitional readiness from an regulatory, compliance, and reporting perspective.
- Identifying key responsibilities that remain post-transition.
- Articulating areas with crossover and/or other nuanced health plan issues.





# Testing Status & Overview

- Stage 1 was successfully completed
- Stage 2 is 64% complete.
  - No critical defects found to date
- Stage 3 is 35% complete.
  - Stress and load testing in progress.
  - Demonstration of operational readiness in progress.



# Complaints and Grievances Policy Updates

- Outlines DHCS' Medi-Cal Rx complaints and grievances processes/protocols, which align with and build upon existing Medi-Cal FFS processes/protocols for the Medi-Cal program more broadly.
- DHCS/Magellan are committed to implementing and overseeing an effective Medi-Cal Rx complaint/grievance process to ensure appropriate triaging, referral, and/or disposition.
- Based upon stakeholder feedback, DHCS has made revisions to the policy document since our last meeting, which we will now walk you through.



# Informing Materials & Outreach Plan Updates

## **Call Center:**

- Medi-Cal Rx Customer Service Center (CSC) will go live 1/1/2021 and is available 24 hours a day, seven days a week.
  - 1-800-977-2273
- Beneficiaries have been instructed to call the current Member Help Line between now and 12/31/20, and to call the new Medi-Cal Rx CSC beginning on 1/1/21.
- DHCS is also working to immediately activate the Medi-Cal Rx CSC line to automatically forward to the Member Help Line between now and 1/1/21



# Informing Materials & Outreach Plan Updates (Cont.)

- Medi-Cal Rx is hiring native speakers to support the 17 DHCS identified threshold languages in the CSC.
- The IVR system is being coded in the 17 DHCS-identified threshold languages.
  - Additionally, an interpreter will be available to members 24 hours a day, seven days a week.
- Medi-Cal Rx is in progress of hiring over 330 staff members for the CSC.
- CSC staff will be trained on and have documentation for:
  - Crisis Call Procedures
  - CSC Frequently Asked Question
  - Call Scripts
  - Dropped Call Process
  - MCP profiles



# Informing Materials & Outreach Plan Updates (Cont.)

## **Beneficiary Notices:**

- DHCS issued a 90-day notice to all fee-for-service (FFS) and managed care beneficiaries (approximately 9 million heads of household), which arrived on or about 10/1/2020.
- DHCS will also issue a 60-day notice, as noted above, which will arrive on or about 11/1/2020.
- DHCS will also issue a 30-day notice to FFS beneficiaries, which will arrive on or about 12/1/2020.
- MCPs will similarly issue 30-day notices to their respective members and conduct a corresponding outreach campaign, as approved by DHCS.
- All notices include important information about the transition, as well as who to contact with questions related to Medi-Cal Rx.
- All notices were or will be sent out in the 17 DHCS-identified threshold languages. Notices are also available in alternative formats such as Braille, audio, and large font.



# Informing Materials & Outreach Plan Updates (Cont.)

## **Provider Portal Registration and Training:**

- Registration and training for the Medi-Cal Rx secure web portal is underway! DHCS encourages all providers to sign up TODAY!
  - Visit <https://medi-calrx.dhcs.ca.gov/provider/> and click “Register” in the upper right-hand corner.
- Access to the Medi-Cal Rx provider secure Web Portal will include key functions such as:
  - Web Claims Submission, Activities, and Inquiries
  - Beneficiary Eligibility Look Up
  - Prior Authorization (PA) Information and Submission
- For detailed registration instructions, access the *Medi-Cal Rx Web Portal and Training Registration* article at:  
<https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news>



# Informing Materials & Outreach Plan Updates (Cont.)

- **Provider Portal Registration and Training:**
  - Since mid-September, 1,658 Pharmacies and 54 prescribers have registered.
  - In recent weeks, we've seen an increase in provider training registrations.
  - DHCS is engaged in targeted outreach and employing multiple different styles of outbound communication to reach providers.
  - DHCS encourages all providers to register for this important training to ensure they are prepared for the transition.



# Informing Materials & Outreach Plan Updates (Cont.)

## Pharmacy Provider Testing

- Pharmacy Provider testing will run through November 20.
- Pharmacy Providers interested in participating can reach out to Magellan via the following testing mailbox:  
[MRxPharmacyTesting@magellanhealth.com](mailto:MRxPharmacyTesting@magellanhealth.com)
- Pharmacy Providers will be asked to include the following information with the email:
  - Pharmacy Provider Name
  - 10-digit National Provider Identifier (NPI)
  - Contact Name, Email & Phone Number





# Helpful Information & Resources

## DHCS encourages all stakeholders to **STAY INFORMED!**

- Sign up for [Medi-Cal Rx subscription service](#), to receive Medi-Cal Rx updates in near real-time by email.
- The dedicated Medi-Cal Rx secure Web Portal has launched the registration page for Medi-Cal provider access, including but not limited to physician prescribers and pharmacies.
  - <https://medi-calrx.dhcs.ca.gov/home/>
- For detailed registration and training instructions, access the *Medi-Cal Rx Web Portal and Training Registration* article located on the Pharmacy News Page
  - <https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news>



# Helpful Information & Resources (Cont.)

- For more information about Medi-Cal Rx, please visit DHCS' dedicated Medi-Cal Rx Transition website: [Medi-Cal Rx: Transition](#)
- The Resources and Reference Materials section contains links to helpful information:
  - Medi-Cal Rx Frequently Asked Questions (FAQs)
  - Medi-Cal Rx Complaints and Grievances
  - Medi-Cal Rx Website and Pharmacy Portal Policy
  - Medi-Cal Rx Clinical Liaison Policy
  - Medi-Cal Rx Scope
- For questions and/or comments regarding Medi-Cal Rx, DHCS invites stakeholders to submit those via email to [RxCarveOut@dhcs.ca.gov](mailto:RxCarveOut@dhcs.ca.gov)



# Question & Answer Session

