



# **Medi-Cal Rx Advisory Workgroup**

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

January 25, 2021, 1:00 – 5:00 p.m.  
*WebEx Meeting*

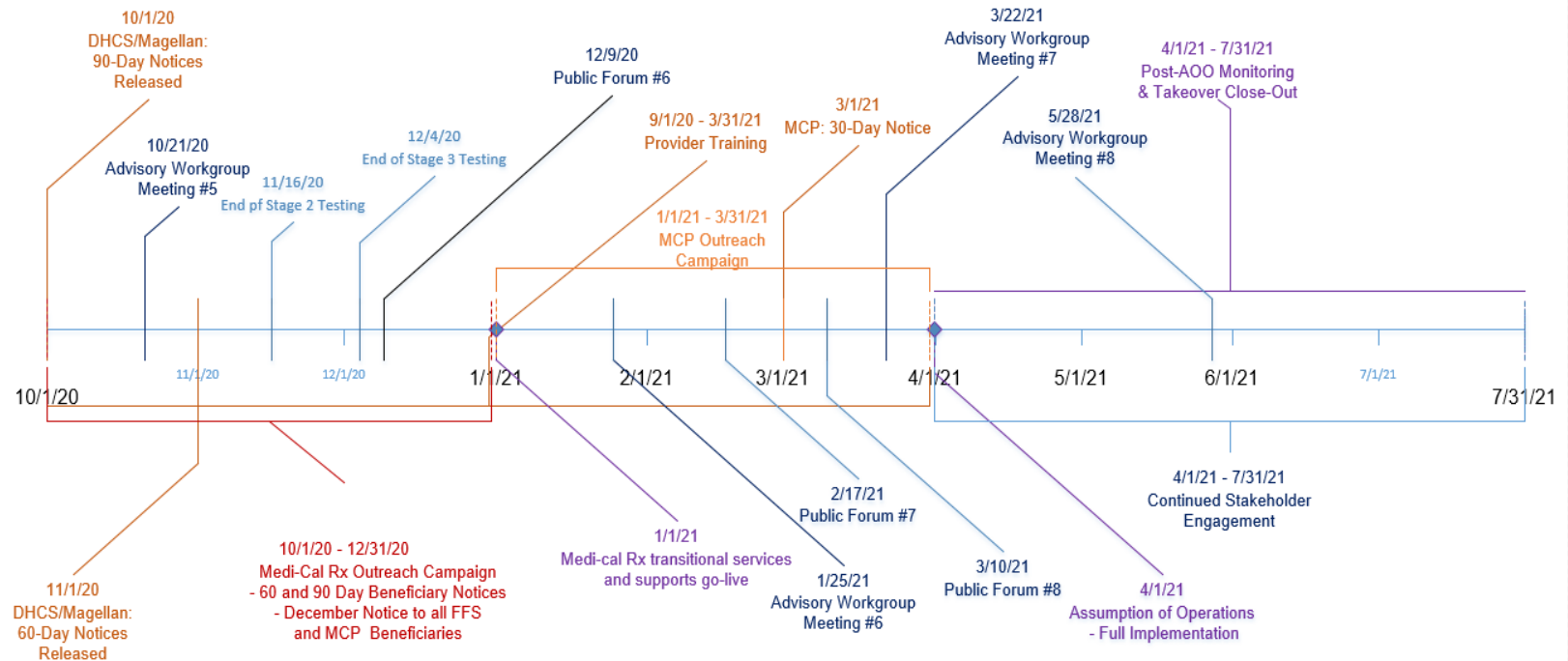


# Today's Agenda

- Welcome & Introductions
- Medi-Cal Rx project updates
  - Project Timeline
  - Project Status and Implementation Updates
  - Key metrics
- Medi-Cal Rx Testing Status
- Contract Drug List / Plan Formulary Gap
- External Partner Readiness & Policy Guidance
- Beneficiary Outreach and Noticing Strategies
- Medi-Cal Rx Portal
- Helpful Information & Resources
- Public Comment



# Project Timeline



**\*Note:** Activities before October 1, 2020 included requirements gathering, systems configuration, stakeholder meetings, stage 1 and stage 2 testing, rate development, contract amendments 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 & Implementation Updates

- On January 1<sup>st</sup>, Magellan successfully launched the vast majority of various Transitional Supports and Services (TSS) they will be providing between now and full implementation of Medi-Cal Rx on April 1st. These TSS include:
  - Medi-Cal Rx Customer Service Center, which is available to take calls 24/7/365.
  - Expanded web-portal functionalities for providers, health plans, and beneficiaries, such as the Medi-Cal Rx Provide Manual, Pharmacy Locator Tool, and search Covered Products List (a/k/a Contract Drug List)
  - Expanded outreach to health plans and prescribers, inclusive of targeted meetings and trainings. One key area here is the series of health plan “meet and greets” with Medi-Cal Rx Clinical Liaisons.



# Key Project Metrics: Provider Enrollment

- As part of the effort and to ensure sufficient coverage, DHCS compared the full set of 2019 managed care data to the fee-for-service provider enrollment data, and developed a list of unenrolled, active pharmacies to target for enrollment into Medi-Cal.
- DHCS performed multiple rounds of direct mail and phone outreach to these unenrolled, active pharmacies. To date, DHCS has received applications from 46 pharmacies and, based upon oral commitments, expects to receive 58 more.



## Key Project Metrics: Provider Portal Registration

- As of January 15<sup>th</sup>, **3,500** pharmacies and **1,176** prescribers have registered for the portal.
- DHCS/Magellan and other stakeholders are continuing targeted efforts to increase these figures and ensure participation in vital training sessions.
  - However, please note, registering for the secure portal, while recommended, is not necessary to submit claims and prior authorization requests, and some pharmacies/providers have indicated they do not intend to register for the portal.



# Key Project Metrics:

## Provider Portal Registration (Cont.)

- In addition to the Medi-Cal Rx secure web portal, providers can:
  - Submit and manage pharmacy prior authorizations (PA) through:
    - P4 (NCPDP) transactions
    - CoverMyMeds (electronic PA submission)
    - Fax
    - Mail
  - Submit and manage pharmacy claims through:
    - Point-of-Service (POS), which is the vast majority of pharmacy claims submissions.
    - Batch submission
    - Mail



# Key Project Metrics:

## Provider Portal Registration (Cont.)

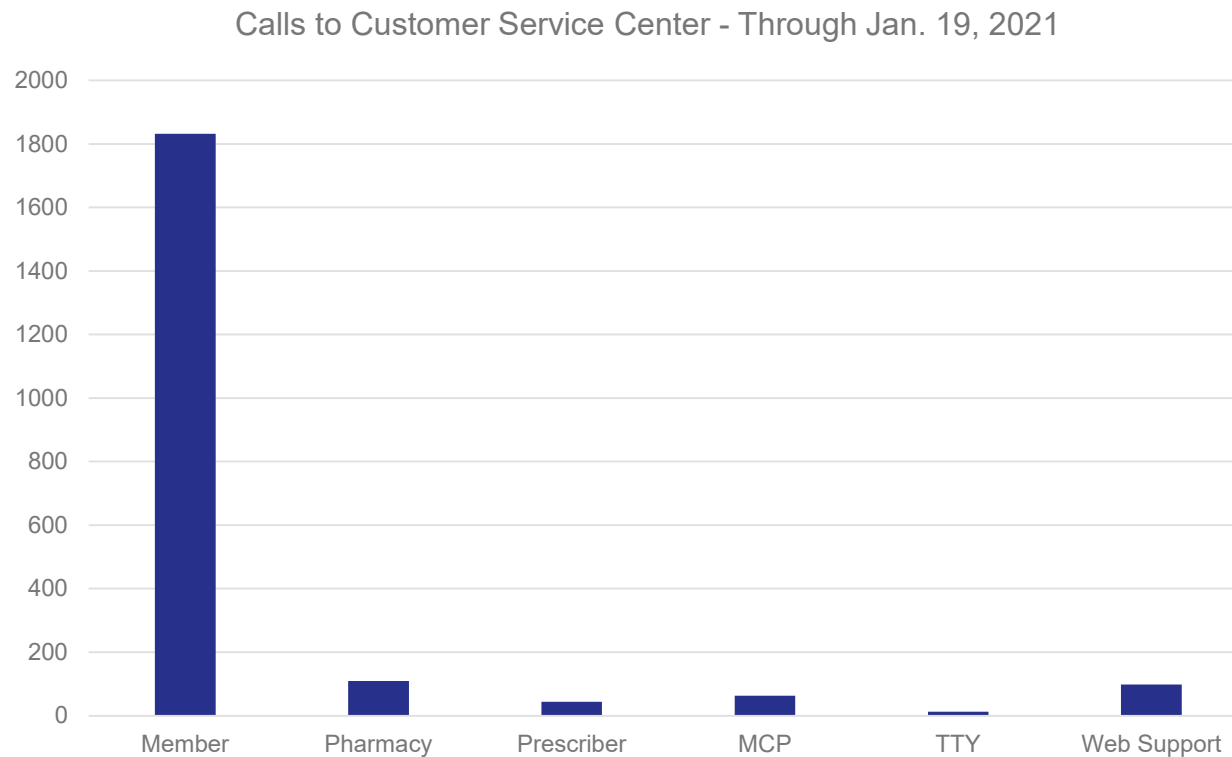
- **Why would providers choose not to register for and use the Medi-Cal Rx Portal?**
  - Some providers use a “Delegated Administrator” (DA) model.
    - DAs request access and then set up other staff as users of the portal but they do not reflect in the numbers on the PIN and activation reports.
  - Some larger pharmacy providers (e.g., chain pharmacies) are unable and/or unwilling to comply with and/or build infrastructure for DHCS’ policy and process standards.
    - DHCS imposes certain security standards, including multi-factor authentication (MFA), which requires each user to have a unique email address for portal access. DHCS has worked closely with these larger pharmacy providers to work through these issues and develop workarounds, if appropriate, to ensure access to the Medi-Cal Rx Portal were desired.
    - Some providers already indicated that they have established business practices that allow them to submit and manage prior authorization requests and claims without using the portal.





# Key Project Metrics: Medi-Cal Rx Customer Service Center

**Figure 1: Who is calling the Medi-Cal Rx Customer Service Center?**





# Key Project Metrics: Medi-Cal Rx Customer Service Center (cont.)

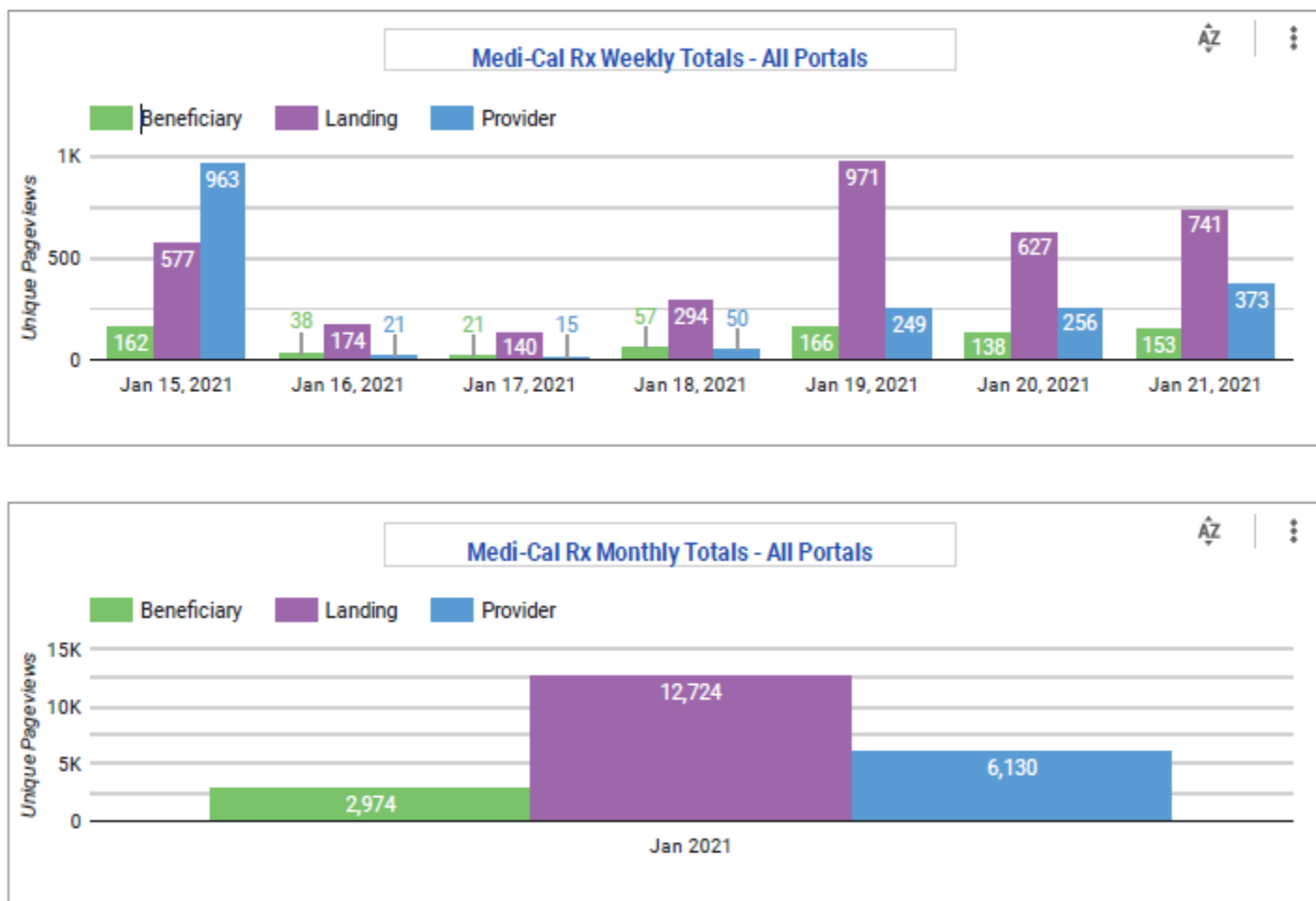
**Figure 2: Why are people calling?  
(Data current, as of Jan. 19, 2021)**

Beneficiary Info / Inquiry/Transition Letter Explanation	27.4%
Referrals (external)/Other Health Provider - MCP	15.3%
Referrals (external)/Eligibility – To Change Information	9.85%
Referrals (external)/ID# / ID Card Request	9.75%
Referrals (external)/Other Health Provider - Medical FFS	9.65%
Beneficiary Info Inquiry/Eligibility Status	5.35%
Pharmacy Unrelated Issues/Call Dropped Unexpectedly	3.7%
Pharmacy Unrelated Issues/Test	3.4%
Research/Research	2.8%
Referrals (external)/Other Health Provider - Coverage	2%



# Key Project Metrics: Medi-Cal Rx Website Traffic

Figure 3: Medi-Cal Rx Web Traffic Report (data as of January 21, 2021)





# Medi-Cal Rx Testing Status

- Stage 1 testing successfully completed
- Stage 2 testing successfully completed
- Stage 3 testing is 83% complete
  - Demonstrations of operational readiness on target to complete by 2/1
  - No critical defects found to date
- Pharmacy Provider Testing Status
  - Pharmacy chains - 6 complete, 4 pending
  - Software vendors - 4 complete, 1 pending



## Contract Drug List / Plan Formulary Gap

- Contract Drug List (CDL) and Managed Care Plan (MCP) Formularies:
  - In January 2020, DHCS identified the aggregate gap of drugs available on MCP formularies and the CDL.
  - As a product of DHCS' analysis, and in an effort to drive down the total number of required prior authorizations, 81 medications have been added to the CDL since January 2020.
  - DHCS continues to review the CDL and looks for opportunities to add new medications on a monthly basis.



# External Partner Readiness & Policy Guidance

**See attached Medi-Cal Rx Readiness Status Summary**



# Beneficiary Outreach & Noticing Strategies

- DHCS is working with Magellan to finalize another reminder notice for all approximately 13.5 million Medi-Cal beneficiaries (which will be sent to all heads of household in mid-to-late February) with more information and tools/resources that may be helpful during the remainder of the TSS period, and as we look to full implementation on April 1, 2021.
- Medi-Cal MCPs will implement their previously approved outreach campaigns between January 1, 2021 and March 31, 2021. Additionally, MCPs will be mailing a revised 30-day notice, which is expected to be received by respective MCP members on or about March 1, 2021.



# Medi-Cal Rx Portal

Medi-Cal Rx will fully launch on April 1, 2021. In the interim, the Department of Health Care Services, in partnership with Magellan, is providing various Transitional Supports and Services (TSS). For more information, please [click here](#).

Starting in February, access to FirstCI will be available to approved MCP portal users. First CI allows you to search for information regarding a beneficiary, beneficiary claims, and view previously saved prior authorizations.

For assistance, call the Medi-Cal Rx Customer Service Center at 800-977-2273 twenty-four hours a day, 7 days a week.



Secured Portal Access ▾ About DHCS Contact Us English ▾



Education & Outreach Tools & Resources ▾ FAQ System Status Search

## Welcome to Medi-Cal Rx

*Starting April 1, 2021 Medi-Cal Pharmacy Benefits will be administered through the fee-for-service delivery system. This change will improve access to pharmacy services and standardize the Medi-Cal pharmacy benefit statewide.*

[LEARN MORE](#)



### Find a Medi-Cal Rx Pharmacy

[Use My Location](#)

Or



### Medi-Cal Rx Subscription Service (MCRxSS)

Sign up for news and updates related to Medi-Cal Rx.

[Subscribe today.](#)





# 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)



# Public Comment

