

NOTICE TO MEDI-CAL MEMBERS ABOUT MEDI-CAL RX

Dear Medi-Cal Member,

There are some changes coming to Medi-Cal Rx, beginning January 31, 2025.

What is changing?

Starting January 31, 2025, your provider needs approval from Medi-Cal Rx for some drugs and other pharmacy products. This change affects members 21 years of age and younger. When needed, your provider will submit a form to get approval.

How Will This Change Affect You?

Your pharmacy benefits will not change. Drugs and other pharmacy products will be available with a prescription. You can use the same pharmacy. Your provider and pharmacy should have information about any changes if you might be affected.

Who do I contact for help or more information?

- » Call the Medi-Cal Rx Customer Service Center line.
 - 1-800-977-2273 twenty-four hours a day, 7 days a week
 - 711 for TTY, Monday - Friday, 8am - 5pm
- » Visit the website www.Medi-CalRx.dhcs.ca.gov for information.
 - You can register to email or chat with a customer service representative in a secure way from the Medi-Cal Rx Member Portal.