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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

December Notice to Medi-Cal Beneficiaries
Medi-Cal Rx Transition

[December 7, 2020]

Dear Medi-Cal Member (or Legal Designee):

Earlier this year, the Department of Health Care Services (DHCS) sent you two letters. The letters said that beginning January 1, 2021, Medi-Cal Rx will cover your medications.

Medi-Cal Rx will now begin on April 1, 2021.

DHCS is increasing the full transition to Medi-Cal Rx by three (3) months to April 1, 2021 because of the COVID-19 public health emergency. Until April 1, you will continue to get your medications the same way you do today, from fee-for-service (regular) Medi-Cal, or your Managed Care Plan.

What is changing?

Beginning April 1, 2021, Magellan Medicaid Administration, Inc. will provide Medi-Cal Rx services. This does not change your Medi-Cal eligibility or benefits.

If you are eligible for both Medicare and Medi-Cal (or are part of a CalMediConnect (CMC) plan), there is no change to your Medicare Part D coverage. Medi-Cal Rx, like your current fee-for-service (regular) Medi-Cal benefit or Managed Care Plan, may cover things Medicare does not. You should talk to your doctor or pharmacy if you have questions.

What do I need to do?

Your doctors and pharmacies know about this change and know what to do. Most people in Medi-Cal will not need to do anything. As we get closer to April 1, 2021, DHCS will send you another letter with more information about Medi-Cal Rx that may be helpful for you.

Where can I get help finding a pharmacy?

Most people will be able to use their current pharmacy after April 1, 2021.

You can use the pharmacy locator at www.Medi-CalRx.dhcs.ca.gov. It will tell you if your pharmacy will accept Medi-Cal Rx or help you to find a different pharmacy to use on or after April 1, 2021. You can also call the numbers below.

What happens now?

How you pay for your medications does not change. For most Medi-Cal members, there is no cost. Bring your Medi-Cal Benefits ID Card (BIC) when you go to the pharmacy.

Who do I contact for help or more information?

- You can call the Medi-Cal Member Help Line at 1-800-541-5555, TTY 1-800-430- 7077), Monday - Friday, 8am - 5pm.
- You can call the Medi-Cal Rx Customer Service Center line (1-800-977-2273 twenty-four hours a day, 7 days a week or 711 for TTY, Monday - Friday, 8am - 5pm).

You may also contact DHCS by email at RxCarveOut@dhcs.ca.gov. Make sure to include Medi-Cal Rx in your subject line.

Please do NOT include personal information in your first email. DHCS staff will reply with a secure email asking for your information, if they need that information to assist you.