



Medi-Cal Rx: Post-Transition Roles & Responsibilities

This document is intended to give a high-level overview of the post-transition roles and responsibilities for the Department of Health Care Services (DHCS), contracted plan partners, and the new Medi-Cal Rx Contractor, as of January 1, 2021. This document is not intended to give an exhaustive list but to be representative of the most critical functions that each respective entity will be responsible for pertaining to Medi-Cal Rx.



DHCS	Contracted Plan Partners	Medi-Cal Rx Contractor
<p><i>DHCS will be responsible for activities including but not limited to the following:</i></p> <ul style="list-style-type: none"> ▪ Developing, implementing, and maintaining all Medi-Cal pharmacy policy, including but not limited to: <ul style="list-style-type: none"> ○ Drug coverage ○ State supplemental drug rebates ○ Prior authorization (PA) and utilization management (UM) ▪ Negotiation of, and contracting for, state supplemental drug rebates ▪ Reviewing and issuing final determinations regarding all PA denials for Medi-Cal Rx benefits ▪ Providing oversight of and facilitation for the State Fair Hearing process ▪ Establishing Medi-Cal Rx pharmacy reimbursement methodologies, consistent with applicable state and federal requirements ▪ Establishing and maintaining the Medi-Cal pharmacy provider network ▪ Contract management and oversight/monitoring of the Medi-Cal Rx Contractor, including review of performance/deliverables, approval of invoices, etc. ▪ Overseeing the Medi-Cal Global Drug Utilization Review (DUR) Board and other DHCS pharmacy committees, in collaboration with the Medi-Cal Rx Contractor 	<p><i>Contracted Plan Partners will be responsible for activities including but not limited to the following:</i></p> <ul style="list-style-type: none"> ▪ Overseeing and maintaining all activities necessary for enrolled Medi-Cal beneficiary care coordination and related activities, consistent with contractual obligations ▪ Providing oversight and management of all the clinical aspects of pharmacy adherence, including providing disease and medication management ▪ Processing and payment of all pharmacy services billed on medical and institutional claims ▪ Participating in Medi-Cal Global DUR Board and other DHCS pharmacy committee meetings. 	<p><i>The Medi-Cal Rx Contractor will be responsible for activities including but not limited to the following:</i></p> <ul style="list-style-type: none"> ▪ Providing claims administration, processing, and payment functionalities for all pharmacy services billed on pharmacy claims ▪ Overseeing coordination of benefits with other health coverage, including Medicare ▪ Providing UM, including ensuring all pharmacy PA adjudication within 24 hours (note: all pharmacy PA denials will require DHCS review prior to final determination) ▪ Providing Prospective and Retrospective DUR services ▪ Providing drug rebate administration services, which are compliant with federal and state laws, and adhere to DHCS policies and direction ▪ Providing beneficiary and provider supports, including 24/7/365 Customer Service Center to support all provider and beneficiary calls, as well as outreach, training, and informing materials ▪ Providing to Medi-Cal providers and contracted plan partners real-time data access (through electronic database/portal), and daily data feeds for the purposes of coordinating care ▪ Providing direct contracted plan partner liaisons to assist with care coordination and clinical issues