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## Medi-Cal Rx Website & Pharmacy Portal Policy

Version 8.0; Current as of 12/10/2020

### Policy Background

The Department of Health Care Services (DHCS), in partnership with Magellan Medicaid Administration, Inc. (Magellan) is creating a comprehensive Medi-Cal Rx website. This dedicated website will offer content available on a public platform that is accessible by all. Additionally, secured portals will be offered to beneficiaries, prescribers, pharmacies, billing agents, managed care plan (MCP) and **behavioral health (BH)/substance use disorder (SUD) health plan partners** to ensure they can access appropriate tools for services that require access to protected health information (PHI).

The [Medi-CalRx.dhcs.ca.gov](https://www.Medi-CalRx.dhcs.ca.gov) site launched on June 22, 2020 with limited information and serves as a platform to educate and communicate available resources, information, and changes to interested parties. Educational content and frequently asked questions are posted and updated frequently. Additionally, a Medi-Cal Rx subscription service is available that allows interested parties to sign up and receive regular Medi-Cal updates by email. Interested parties can see bulletins, news articles, and alerts regarding changes. Additionally, MCPs and providers will have the ability to sign up for training and education events. The website will be operational with all **informational** component parts by January 1, 2021, **and with access to claims and prior authorization tools by April 1, 2021.**

This website provides Medi-Cal Rx information to:

- The general public
- Medi-Cal beneficiaries and/or their families/legal designees
- Medi-Cal providers (including but not limited to pharmacies and prescribing physicians)
- MCPs
- BH plans
- SUD plans
- Other entities as designated and approved by DHCS

### **Public Medi-Cal Rx Website**

As we approach go live, the website will offer all audiences various tools and resources to help navigate Medi-Cal Rx program information, and will also provide contact information for the Medi-Cal Rx Customer Service Center. The portal will be available in all threshold

languages and will have a contact number to direct users for additional language assistance services<sup>1</sup>.

- **Pharmacy Locator Tool** - Users can enter their location and see Medi-Cal enrolled pharmacies in their area. They can easily sort and filter to find a pharmacy that specifically fits their preferences. The tool allows users to easily identify hours of operation<sup>2</sup>, drive thru and delivery services, and other custom features.
- **Drug lookup** - An interactive and real-time drug lookup tool empowers users to self-serve around the medication benefit. Anyone can easily search by drug name or NDC and the tool provides coverage information along with any prior authorization requirements, quantity limitations, and generic/brand indications. Users can download results in a Comma Separated Values (csv) file format.
- **Medi-Cal Contract Drug List (CDL)** - A document containing the complete CDL will be available on the portal. It will be categorized by drug class, contain dose and strength information, along with coverage restrictions, and will be searchable.
- **Drug Utilization Review (DUR) information page** - This page contains comprehensive communication around the DUR program.
- **Provider materials** – Provider Bulletins will provide targeted pertinent news and information. Provider manuals will contain information needed for claims processing. Billing tips and welcome packets will be posted and updated frequently to ensure providers have the information they need to process claims and support beneficiaries. Other types of information accessible from this section include downloadable forms and information to facilitate the appeals process as well as information on enrolling as a Medi-Cal provider through Provider Application and Validation for Enrollment (PAVE).
- **System status information** - A page to ensure that all system issues are reported in real-time for planned and unplanned occurrences.
- **Forms and Information** – Members can easily access forms and information related to their pharmacy benefit.
- **Information about Medi-Cal Rx's Complaints and Grievances Process** – Provides helpful resources and tools relative to Medi-Cal Rx's Complaints and Grievances Processes and Protocols, inclusive of background information, definitions, Customer Service Center contact information, and applicable forms.
- **Information about Medi-Cal State Fair Hearings (SFH)** – Provides information relative to the SFH process, and provides links to both DHCS' and the California

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<sup>1</sup> Addition of the Google Plug-in to the Medi-Cal Rx website will allow for translations to DHCS' threshold languages.

<sup>2</sup> NCPDP dataQ database is source of information on pharmacy hours of operation.

Department of Social Services websites where the public can find information about the SFH process and how/where to submit SFH requests relative to Medi-Cal Rx.

### **Secured Medi-Cal Rx Website Portals**

Secure access is required for multiple audiences and allows for complex functionality, which will ensure that we fully and securely support Medi-Cal beneficiaries regarding their pharmacy benefit.

### **Heath Plan Portal**

Each Medi-Cal MCP, BH plan, and SUD plan will be afforded a number of Designated User credentials.<sup>3</sup> Designated users from Medi-Cal MCPs, BH plans and SUD plans will have secure access to these functions:

- **FirstCI** - Users can log in to the FirstCI application which will allow them to search for information regarding beneficiary, beneficiary claims, pharmacy demographic information, drug information, and prescriber information. It will also allow users to query and view previously saved prior authorizations. This will provide authorized individuals a full view into how each beneficiary is being serviced.
- **MRx Explore** - This is Magellan's reporting platform that will allow Medi-Cal MCPs, BH plans, and others as designated by DHCS, to run reports via Magellan's secure Medi-Cal Rx portal. The reports will be developed in collaboration with DHCS but examples include:
  - Opioid Use monitoring reports
  - Multiple MDs/Pharmacies
  - Single Fill reports
  - No Fill reports

The tool includes the ability to enter parameters for reports as well as receive the results in a variety of formats, including Portable Document Format (PDF), Excel and HTML.

- **Saba Learning Management System (LMS)** – Our training and learning platform will ensure users have access to appropriate, secure training so they can fully utilize the tools and resources offered. For plan partners, LMS contents will include:
  - Computer based tutorials (CBTs) for applications they will access such as FirstCI and MRx Explore
  - Application User Guides and Job Aids
  - Instructions for designating users

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<sup>3</sup> DHCS – in partnership with Magellan – will utilize data analytics to monitor and track utilization rates in terms of logins of Designated User credentials, as well as work in close partnership with MCPs, MH plans, and BH plans, to ensure sufficient number of Designated Users.

### **Medi-Cal Provider Portal**

Medi-Cal providers<sup>4</sup> (including but not limited to pharmacies and prescribing physicians) will have secure access to these functions in addition to the Public Medi-Cal Rx Website:

- **Beneficiary eligibility lookup** - Users can securely inquire on beneficiary eligibility status.
- **Web claims submission** - Users can securely search for claims by cardholder ID and fill date. This tool will also allow users to submit pharmacy claims including reversals and resubmission.
- **Prior authorization submission and inquiry** - Pharmacies and prescribers will be able to log in to a secure section of their portal to submit prior authorization (PA) requests. Using a unique identifier, they will also be able to check the status of authorizations they have previously submitted through the portal, and attach documentation to prior authorization submissions through POS. The portal will be easy to use and contain a direct link to CoverMyMeds, where a true electronic PA request can be submitted in real time by prescribers, with most decisions happening in real time.
- **Saba Learning Management System** - The Medi-Cal Rx training and learning platform will ensure users have access to appropriate, secure training so they can fully utilize the tools and resources offered. For providers, LMS contents will include:
  - Presentation about Medi-Cal Rx Transition and new Magellan resources, including new contact information, new access points for applications and services, and differences in process and procedures, from a provider perspective
  - CBTs for applications or processes/procedures providers will use such as Beneficiary Eligibility, Web Claims submission, and Prior Authorization Request
  - Application User Guides and Job Aids
  - Informational materials including coverage policy and billing guidance
- **Secure message center** – The secure message center will provide the ability to send and receive messages with customer service representatives to address questions providers may have.
- **Secure chat** - Providers will be able to connect to a customer representative via the live chat option from the secured Medi-Cal Rx provider website.
- **Provider survey** – Providers will have access to a survey link allowing them to provide feedback on their experience.

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<sup>4</sup> Providers will have access to Medi-Cal beneficiary claims history and/or PA requests if their National Provider Number (NPI) is associated with the claim and/or request for PA. DHCS/Magellan are still clarifying the different access scenarios for providers.

**Medi-Cal Beneficiary Portal<sup>5</sup>**

Medi-Cal beneficiaries will have secure access to a Medi-Cal Rx message center. The secure message center will provide the ability to send and receive messages with customer service representatives and easily obtain answers to any questions beneficiaries have regarding their benefit. They can also log in to access secure chat functionality.

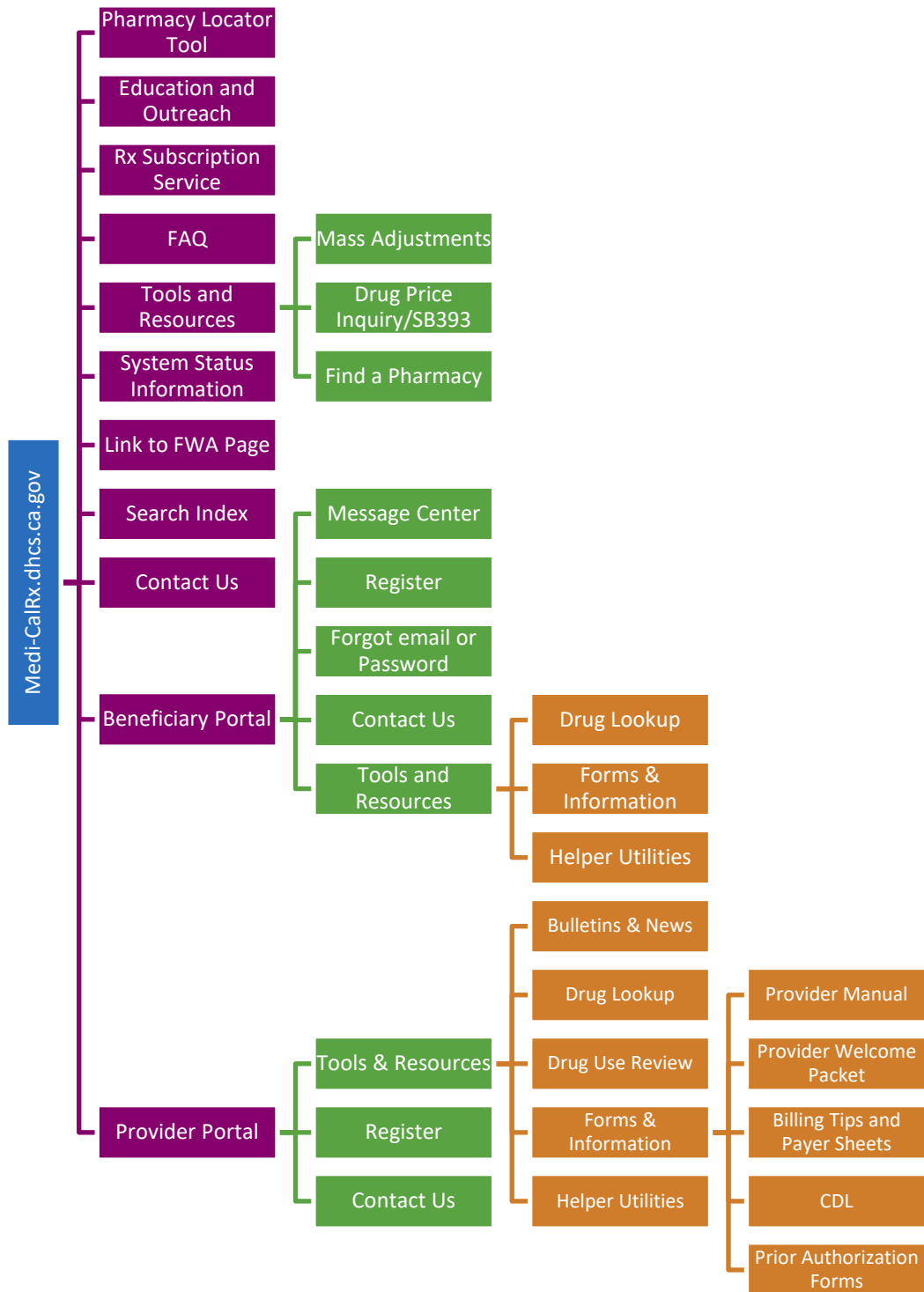
For example, through the secure chat functionality, Medi-Cal beneficiaries can connect to a customer representative, and if they are registered users (with identity verified), then the customer service representative can share PHI, including medication history from claims and requests for PAs.

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<sup>5</sup> Although the Medi-Cal beneficiary portal will have limited functionalities as of January 1, 2021, DHCS is exploring options with Magellan future forward to implement additional functionalities, and will communicate if/when those options are available.

This site map shows **unsecured public website** content available to all users – no registration needed.



This site map shows **secured** content/functionality – available to users that register for their secured portal.

