



State of California—Health and Human Services Agency
Department of Health Care Services



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

February 8, 2021

Dear Medi-Cal Member (or Legal Designee):

Your Medi-Cal covered prescription medications will be covered by Medi-Cal Rx starting on April 1, 2021.

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.

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.

Your BIC card is the plastic Medi-Cal card. Samples of the BIC card are below.



“Poppy” design



“Blue and White” design

If you did not receive your BIC or it is lost or stolen, you may ask for a BIC from your county social services office. There is a list of all the county offices included with this letter. You can find the phone number for your county office in it. If you are issued a new card, your old card will no longer be valid.

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 email or chat with a customer service representative from the Medi-Cal Rx Beneficiary Portal
 - If you register in the Medi-Cal Rx Beneficiary Portal you can email or chat about confidential health information in a secure way