



# PROVIDER *bulletin*

September 22, 2020

## **Transitioning Medi-Cal Pharmacy Benefits from Managed Care to Medi-Cal RX (Governor's Executive Order N-01-19)**

Effective January 1, 2021, the Department of Health Care Services (DHCS) is transitioning Medi-Cal pharmacy services from the managed care delivery system to the Fee-For-Service delivery system known as Medi-Cal Rx. The transition includes:

- Outpatient Pharmacy Claims
- Authorizations
- Appeals
- Customer Service regarding any item/service transitioned from KHS to Medi-Cal Rx

Kern Health Systems will no longer be responsible for the following pharmacy benefits:

- Medi-Cal Covered Outpatient Drugs
- Identified Medical Supplies
- Enteral Nutritional Products

KHS Contract amendments will be sent to providers/facilities whose process for billing will change due to Medi-Cal RX transition.

For additional information regarding pharmacy benefits under each of the categories identified above, please refer to the Medi-Cal Rx website: <https://medi-calrx.dhcs.ca.gov/home/>.

Medi-Cal RX will be notifying Medi-Cal beneficiaries of the upcoming changes within the next month. Beneficiaries may contact your office to obtain additional information regarding the transition. If your office is unable to answer the question/s posed by the beneficiary, please refer the beneficiary to:

**Current – December 31, 2020:**

1-800-541-5555 (Medi-Cal Member Help Line)

**Post January 1, 2021:**

1-800-977-2273 (Medi-Cal RX Call Center Line)



# PROVIDER *bulletin*

**Additional Information:**

Medi-Cal Transition Overview Page:

<https://www.dhcs.ca.gov/provgovpart/pharmacy/Pages/Medi-CalRX.aspx>

DHCS Rx Transitional Education and Training Site (Includes how to register and training videos):

<https://medi-calrx.dhcs.ca.gov/home/education/>

For any additional questions please contact Kern Health Systems Pharmacy Department or your Provider Relations Representative at 661-664-5000.

Thank you,

Melissa Lopez  
Provider Relations Manager