



Medi-Cal Rx Support Services and Key Payer Sheet Details

July 13, 2020

In April 2020, the Department of Health Care Services (DHCS) began publishing a series of articles regarding the upcoming Medi-Cal Rx transition. The transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries, Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) providers, to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA), goes into effect January 1, 2021.

This article provides an update on Medi-Cal Rx support services and key payer sheet details so that pharmacy providers and their billing agents can begin incorporating changes into their processes and technical solutions.

Provider Support Services

As outlined below, support services initially will be provided through portal and email inquiry services as well as published transition forums. As other support services are launched, notifications will be issued to alert the provider community.

Medi-Cal Rx Support Prior to January 1, 2021

For information on Medi-Cal Rx, visit the Provider Portal on www.medi-calrx.dhcs.ca.gov or the Medi-Cal Rx Transition page on the [DHCS website](#). For general questions related to Medi-Cal Rx, please send an email to RxCarveOut@dhcs.ca.gov.

Medi-Cal Rx Customer Service Center Beginning January 1, 2021

MMA will implement a Medi-Cal Rx Customer Service Center (CSC) to assist providers (including, but not limited to, pharmacists and prescribers) and beneficiaries.

The Medi-Cal Rx CSC will be available beginning January 1, 2021. The toll-free number for the CSC, 1-800-977-2273, will be available 7 days a week, 24 hours a day, and 365 days a year beginning on January 1, 2021. The telephone menu options are included below to allow providers to update processes and any automation they may have in place today.

<p>Nationwide Toll-Free Number: 1-800-977-2273</p>	Main Menu Options
	Beneficiaries , Press 1
	Pharmacies , Press 2
	Prescribers , Press 3
	Authorized MCP Representatives , Press 4
	TTY Callers , Press 5
	All Other Callers , Press 6

Medi-Cal Rx Customer Service Representatives will be able to respond to questions that include, but are not limited to, the following:

- Claims Processing/Messaging
- Drug Coverage
- Beneficiary Eligibility
 - **NOTE:** For Beneficiaries dually enrolled in Medicaid and Medicare, beneficiaries should be directed to 1-800-Medicare (1-800-633-4227) or to the Help Desk of their Medicare Part D Prescription Drug Plan.

Please note that prior to January 1, 2021, for general questions about Medi-Cal Rx, providers should contact the general Medi-Cal Member Help Line at 1-800-541-5555, Monday thru Friday, 8:00 a.m. to 5:00 p.m.

Key Payer Sheet Details

As key Medi-Cal Rx payer sheet specifics are finalized, they are being communicated in advance of formalized documentation so pharmacy providers and their agents can begin making changes. Specifics regarding the beneficiary identification (ID) number, Banking Identification Number (BIN), and Processor Control Numbers (PCNs) for the different pharmacy transactions are referenced below.

Beneficiary ID

The Medi-Cal Program issues a Benefits Identification Card (BIC) to all beneficiaries, both FFS and MCP enrollees. For beneficiaries who are enrolled in a Medi-Cal MCP, a plan-specific identification card is also issued.

For Medi-Cal Rx, pharmacy providers are expected to utilize the 14-character beneficiary identification number located on the front of the BIC or the 9-character Client Index Number (CIN), which is the same as the first nine characters of the beneficiary identification number. MCP identification cards and associated ID numbers cannot be used for Medi-Cal Rx billing.

Please note that same-day new Medi-Cal enrollments will require the 14-character (BIC) number for services rendered on that enrollment day.

Figure 1 is an example of a current BIC for your reference.



Figure 1: Beneficiary Identification Card (BIC)

Banking Identification Numbers (BINs) and Processor Control Numbers (PCNs)

Medi-Cal Rx will issue a National Council for Prescription Drug Programs (NCPDP) Standard Payer Sheet in a future publication. To enable pharmacy providers and electronic submitters to begin planning for system and/or software updates, Medi-Cal Rx is releasing the BINs and PCNs required for pharmacy claims processing early. These BINs and PCNs will be effective starting January 1, 2021.

NCPDP D.0			
Transaction Type	Transaction Code	BIN	PCN
Claim Billing Request	B1	022659	6334225
Claim Billing Reversal Request	B2		
Claim Rebill	B3		
Eligibility Verification Request	E1		
Prior Authorization Reversal	P2		
Prior Authorization Inquiry	P3		
Prior Authorization Request Only	P4		
Drug Pricing Inquiry (SB 393 Price Inquiry)	B1	022667	393