



Medi-Cal Rx Monthly Bulletin

June 1, 2021

The monthly bulletin consists of alerts, bulletins, and notices posted to the [Bulletins & News](#) page on the Medi-Cal Rx Web Portal. Sign up for the [Medi-Cal Rx Subscription Service](#) to be notified when new information is posted.

1. [Changes to the Contract Drugs List Effective June 1, 2021](#)
2. [Medi-Cal Rx Training Information](#)
3. [UAC Registration Troubleshooting](#)
4. [Medi-Cal Rx UAC Application Roles](#)
5. [Provider Registration and FAQs](#)
6. [Medi-Cal Rx Transition and Resources Training](#)

1. Changes to the Contract Drugs List, Effective June 1, 2021

The below changes have been made to the Contract Drugs List, effective June 1, 2021. For more information, see the [Contract Drugs List](#) on the Medi-Cal Rx Web Portal.

Drug Name	Description	Effective Date
Margetuximab-cmkb	Added to CDL with restrictions (coverage policy effective April 1, 2021).	June 1, 2021
Morphine Sulfate	Labeler restriction (52544 & 00023) removed from extended-release pellet capsules. Long-acting tablets added to CDL with a restriction.	June 1, 2021
Palonosetron HCL	Date of service restriction (July 31, 2021). Will be moved to outdated section after this date.	June 1, 2021
Potassium Bicarbonate/ Citric Acid	Labeler exclusion (00245 & 66758) removed.	June 1, 2021
Potassium Chloride	Labeler exclusion (00074, 00245, & 66758) removed.	June 1, 2021
Sacituzumab Govitecan- hziy	Added to CDL with restrictions (coverage policy effective April 1, 2021).	June 1, 2021

2. Medi-Cal Rx Training Information

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, will transition to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA).

This article serves as a guide to outline the trainings planned for April 2021 until the Medi-Cal Rx implementation that will assist pharmacy providers, prescribers, and their staff as they transition to Medi-Cal Rx.

User Administration Console Training

All Medi-Cal Rx pharmacy providers, prescribers, and their staff will need to complete registration in order to access the secure areas of the Medi-Cal Rx Web Portal. Access to the secured Medi-Cal Rx Provider Portal starts with registration via the User Administration Console (UAC) application.

Training Information:

To assist pharmacy providers, prescribers, and their staff with UAC registration, there are job aids and computer-based trainings (CBTs) available to walk users through the registration process. Those materials are as follows:

- [UAC Quick Start Guide](#)
- [UAC Tutorial #1: Start Registration Process](#)
- [UAC Tutorial #1a: Alternate Address Instructions](#)
- [UAC Tutorial #2: Complete Registration](#)
- [UAC Tutorial #3: Granting Access for Yourself and Staff](#)

If you run into any issues or have any questions about the UAC registration process, feel free to attend an office hours session with one of our Pharmacy Service Representatives (PSRs) who can assist with the process.

To register for a UAC office hours session, please email the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@MagellanHealth.com and provide the following information in your email:

- Name of individual
- Provider name
- National Provider Identifier (NPI)

- Phone #
- Email address
- Preferred date and time of Office Hours session

As of April 1, 2021, UAC Office Hours sessions will be offered on an as needed basis. Please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@MagellanHealth.com to schedule a session.

Saba Learning Management System (LMS) Training

Saba is the one-stop shop for Education & Outreach information for Medi-Cal Rx pharmacy providers and prescribers. Topics to be covered during the Saba training sessions include how to view the Education & Outreach events calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness.

Training Information:

Training for Saba includes a job aid with step-by-step instructions:

[Medi-Cal Rx SabaSM Provider Job Aid](#)

In addition, the Medi-Cal Rx Education & Outreach Team will offer Live Webinar sessions via Hewlett Packard Enterprise (HPE) MyRoom™. To register to attend a live webinar, please email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@MagellanHealth.com and provide the following information in your email:

- Name of individual
- Provider name
- National Provider Identifier (NPI)
- Phone #
- Email address
- Preferred date and time of training session

Before enrolling in a Saba training session, providers will need to confirm in their email if they have completed the following tasks:

- Registered successfully for UAC
- Received a PIN letter and completed UAC registration
- Registered as the Delegated Administrator or have been created as a user by the Delegated Administrator
- Have added or been granted access to the Saba application

As of April 1, 2021, Saba Training sessions will be offered on an as-needed basis. Please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@MagellanHealth.com to schedule a session.

Medi-Cal Rx Transition and Resources and Web Portal Training

This training is intended to give pharmacy providers and prescribers an overview of the Medi-Cal Rx Transition and the resources that are available on the Medi-Cal Rx Web Portal. Topics that will be covered in this training include the following:

- Medi-Cal Rx background and high-level changes affecting pharmacy providers and prescribers
- Point-of-Sale (POS) Technical and Operational Readiness
- Web Claims Submission and overview of the Finance Portal

Training Information:

Training will be available via job aids and live webinars starting in April 2021.

Training sessions for Medi Cal Rx Transition and Resources and Web Portal will be offered via a series of videos and job aids with step-by-step instructions. In addition, the Medi-Cal Rx Education & Outreach Team will offer Live Webinar sessions via HPE MyRoom™. To register to attend a live webinar, please refer to the Saba Training Calendar for specific dates and times.

Pharmacy providers and prescribers that need to take this training will first need to make sure they have successfully registered for UAC and have been granted access to the Saba application.

Medi-Cal Rx Transition and Resources and Web Portal Training Sessions (April 2021 – August 2021)	
Dates	Times
April 2021 – August 2021	Please refer to the Saba Training Calendar starting in April for specific dates and times. You must be logged into the Medi-Cal Rx Secured Provider Portal in order to access the link above.

Prior Authorization (PA) Training

A prior authorization (PA), previously known as a Treatment Authorization Request (TAR), requires providers to obtain approval before rendering certain services such as prescriptions.

This training will be intended for pharmacy providers and prescribers that plan to use the new Medi-Cal Rx Secured Portal to submit PAs.

Training Information:

Training will be available via job aid and live webinars 30 days prior to Medi-Cal Rx Go-Live.

When available, live webinar training will be available via Saba. Providers and prescribers that need to take this training will first need to make sure they have successfully registered for UAC and have been granted access to both the Saba and PA applications.

Web Claims Submission Training

This training will give providers an overview of the new Medi-Cal Rx Web Claims Submission system. Providers currently using a POS system to process prescription claims can still continue to submit web claims via this channel.

Training Information:

Training will be available via job aid and live webinars 30 days prior to Medi-Cal Rx Go-Live.

When available, live webinar trainings will be available via Saba. Pharmacy providers, prescribers, and their staff that need to take this training will first need to make sure they have successfully registered for UAC and have been granted access to both the Saba and Medi-Cal Rx Web Claims Submission applications.

3. UAC Registration Troubleshooting

When accessing the User Administration Console (UAC), Saba, or the Medi-Cal Rx Provider Portal, make sure to follow the suggested technical guidelines to experience the best functionality of these Medi-Cal Rx website applications. After you complete UAC registration, we recommend that you bookmark the [OktaSM Secured Portal URL](#). Utilize the Chrome, Firefox, or Microsoft Edge browser to access our applications. We also recommend that you disable pop-up blockers and clear your cache to help avoid further accessibility issues.

Below are possible error messages and ways you can resolve them. You can also find more information in the [UAC Quick Start Guide](#) and [Provider Registration and Training FAQs](#).

Issue/Error Message	How to Troubleshoot
Email activation link not received	<p>The activation email will be sent to the email address listed upon registration completion. Please check your Spam/Junk folders if you did not automatically receive the confirmation email.</p> <p>To request a new activation link, follow the instructions below:</p> <ol style="list-style-type: none"> 1. Go to https://uac.magellanrx.com/pin-registrations. 2. Click Resend Confirmation Email on the right-hand side of the screen, enter your email address, and click Send. <div data-bbox="467 621 948 951" data-label="Image"> </div> <ol style="list-style-type: none"> 3. Check your email. The activation email should be from Magellan. 4. Click on the URL provided in the email, which should bring you to a confirmation page.
User Not Assigned to the Client Application	<p>This error message occurs for users that do not have the designated role permissions. Users need to contact their organization’s Delegated Administrator to update their role permission for the account.</p> <p>Note: Please watch the UAC Tutorial #3: Granting Access for Yourself and Staff to help your organization add role permissions.</p>
User ID Already Exists – when registering for a Personal Identification Number (PIN)	<p>Confirm with your Admin/Manager if a Delegated Administrator account was created for your organization. If you encounter this error message, it is likely that someone else has already registered the National Provider Identifier (NPI) for your organization.</p> <p>If you want to add another organization NPI from an existing Delegated Administrator account, please follow the instructions below:</p> <ol style="list-style-type: none"> 1. Log in as the Delegated Administrator. 2. On the Organization Management screen, select the Add an Org button.

Issue/Error Message	How to Troubleshoot
	3. From this screen, you will enter the NPI to request a PIN letter. 4. Return to the Organization Management screen once you have obtained your PIN letter and select the Register w/PIN button to complete your registration.
Unauthorized – when logging into UAC	This error message occurs when a standard user (non-Delegated Administrator) attempts to log into the UAC. Only Delegated Administrators are permitted to log into the UAC.
ORG ID Invalid	This error message occurs when the NPI entered is invalid or is not registered in Provider Application and Validation for Enrollment (PAVE) or with a Managed Care Plan (MCP). Please contact PAVE or the MCP to confirm that you are a participating provider. You can contact the PAVE Help Desk directly at 1-866-252-1949 or PAVE@dhcs.ca.gov . Note: Prescribers can only register using their NPI Type 1. Pharmacies can use either Type 1 or 2 to register.

If these suggestions do not help resolve your issue, please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@MagellanHealth.com.

4. Medi-Cal Rx UAC Application Roles

The purpose of this bulletin is to prepare pharmacies and prescribers for the upcoming Medi-Cal Rx transition by providing information on the currently available applications and their functionalities within the Medi-Cal Rx Secured Provider Portal.

In order to access this secured portion of the Medi-Cal Rx Web Portal and the applications contained within, pharmacy providers and prescribers will need to successfully register for the User Administration Console (UAC). Successful registration through the UAC will allow providers secure access to the following: Prior Authorization (PA) System, Secure Chat and Messaging, Beneficiary Eligibility Lookup Tool, Web and Batch Claims Submission, and the Provider Training Calendar in the SabaSM Learning Management System. Refer to the resources below for assistance on starting and completing UAC registration:

- [UAC Quick Start Guide](#)
- [UAC Tutorial #1: Start Registration Process](#)
- [UAC Tutorial #1a: Alternate Address Instructions](#)
- [UAC Tutorial #2: Complete Registration](#)

- [UAC Tutorial #3: Granting Access for Yourself and Staff](#)
- [Provider Registration and Training FAQs](#)

Successful completion of the UAC registration is key in determining your user access needs.

The first table below, *Medi-Cal Rx Applications*, describes the Medi-Cal Rx applications that are currently available after users have successfully registered for UAC. Please review those application descriptions and functionalities.

The second table, *UAC Applications/Roles/Descriptions*, shows the names used in the “Orgs and Roles” portion of the UAC application to identify the Medi-Cal Rx tools and functionality that are currently available as well as the tools and functionality that will become available in the future. The “role” and “description” for each corresponding application will help you determine what “roles” to assign to your organization’s users.

Medi-Cal Rx Applications		
UAC	Saba	Medi-Cal Rx Secured Provider Portal
<p>This is an application that will populate only if you are a Delegated Administrator. In the UAC, you will have access to the following:</p> <ul style="list-style-type: none"> • Add/Manage user accounts and their roles • Add/Manage organization NPIs • Add/Manage PINs 	<p>This is the learning application for Training and Education & Outreach materials. In Saba, you will be able to do the following:</p> <ul style="list-style-type: none"> • View/Enroll in classes • View courses, course descriptions, and schedules • Access the calendar 	<p>This application allows you access to the following areas within the Medi-Cal Rx Secured Provider Portal:</p> <ul style="list-style-type: none"> • Financial Portal • Beneficiary Eligibility Lookup • Web Claims Submission • Prior Authorization (PA) Submission and Inquiry • Medi-Cal Rx Payer Sheet • Secure Message Center • Secure Chat

UAC Applications/Roles/Descriptions		
Application	Role	Description
MRx Provider Portal	California Provider Portal	Able to access the Secured Provider Portal which features the following: Beneficiary Eligibility Lookup, Prior Authorization Submission and Inquiry, Secure Message Center & Chat
Web Claims Submission	Web Claims Submission Access	Able to submit claims (includes reversals and resubmissions)
Financial Portal	Financial Portal Access	Able to have full access to financial information and medical insurance payment explanation
	835 File Access	Able to have access to and download the 835 File
	EFT Access	Able to add and remove financial information only
	ERA Access	Able to request data of medical insurance payment explanation
Saba	Saba Training	Able to view and register for trainings, class schedules, and courses; and Calendar of Education & Outreach Events

5. Provider Registration and FAQs

The [Provider Registration and Training FAQs](#) document has been published and is available to assist providers with the User Administration Console (UAC) registration if they have any issues during the registration process.

In order to access the secure portion of the Medi-Cal Rx Web Portal, pharmacy providers and prescribers will need to successfully register for UAC. Successful registration through UAC will then allow providers secure access to the following: Prior Authorization (PA) System, Secure Chat and Messaging, Beneficiary Lookup Tool, Web and Batch Claims Submission, and the Education & Outreach Calendar.

6. Medi-Cal Rx Transition and Resources Training

The Medi-Cal Rx Transition and Resources training is intended to give pharmacy providers and prescribers an overview of the Medi-Cal Rx transition and the resources that are available on the [Medi-Cal Rx Web Portal](#). This training consists of three sessions and will cover important Medi-Cal Rx changes for pharmacy providers and prescribers. Topics that will be covered in these sessions include the following:

- **Session 1:** *Medi-Cal Rx Implementation and Changes Affecting Providers* – Includes background information and high-level changes affecting pharmacy providers and prescribers.
- **Session 2:** *Point-of-Sale (POS) Technical and Operational Readiness* – Includes background information and high-level changes affecting pharmacy providers and the POS systems used.
- **Session 3:** *Claim Submission & Finance Information* – Includes background information and high-level changes affecting pharmacy providers and prescribers in terms of web claim submissions along with an overview of the Finance Portal.

For registration, all the training sessions are posted on the [Education & Outreach Calendar](#) within the Saba Learning Management System (LMS). You must be logged into the User Administration Console (UAC) to access the Education & Outreach Calendar in Saba.

To take this training, you will first need to make sure you have successfully registered for the UAC and have been granted access to the Saba LMS. Please refer to the [UAC Quick Start Guide](#) to begin the UAC registration process.