



KERN HEALTH SYSTEMS POLICY AND PROCEDURES			
Policy Title	Medi-Cal RX Website/Pharmacy Portals & Clinical Liaison Access	Policy #	13.11-P
Policy Owner	Pharmacy	Original Effective Date	1/1/2022
Revision Effective Date	09/2025	Approval Date	11/30/2025
Line of Business	<input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare <input type="checkbox"/> Corporate		

I. PURPOSE

Kern Health Systems (KHS) monitors access of essential employees who need access to the Medi-Cal Rx website to fulfill the contractual case management and other requirements.

II. POLICY

KHS in order to better assist its members with pharmacy concerns will utilize the Medi-Cal Website and Managed Care Pharmacy Portal. Clinical Liaisons (CL) will be available to further assist the delivery of appropriate care in regards of pharmacy prescription services. These elements will be carried out by KHS in accordance with guidance outlined by:

- A. Governor Newsom's Executive Order (EO) N-01-19
- B. DHCS All Plan Letter (APL) 22-012

III. DEFINITIONS

TERMS	DEFINITIONS
N/A	

IV. PROCEDURES

A. Medi-Cal Rx Website/Pharmacy Portals

Department of Health Care Services (DHCS), in partnership with its Pharmacy Benefit Manager (PBM), has created a comprehensive Medi-Cal Rx website. This dedicated website will offer content on a public platform that is accessible to the general public, KHS members and all Medi-Cal

beneficiaries, providers (pharmacies and prescribing physicians), KHS, and other entities as designed by DHCS. Additionally, secure pharmacy portals will be available to KHS members and all Medi-Cal beneficiaries, providers (pharmacies and prescribing physicians), KHS, and other entities as designated by DHCS, to ensure they can access appropriate tools for services that require access to protected health information.

B. Medi-Cal Rx KHS Clinical Liaisons

The primary responsibility of Medi-Cal Rx KHS CLs is to work directly with KHS on clinical pharmacy-related issues to ensure Medi-Cal beneficiaries receive medically necessary medications in a timely fashion and based upon the established DHCS Medi-Cal Rx policy. Medi-Cal Rx will provide a dedicated Medi-Cal Rx CL team to support KHS in complying with contractual obligations relating to member care coordination, medication adherence, and other responsibilities related to medication requirements, in accordance with applicable state and federal law. The Medi-Cal Rx KHS CLs will be a Certified Pharmacy Technician (CPhT) and expert user of the PBM's contact center system. The Medi-Cal Rx KHS CLs will:

1. Have in-depth knowledge of the Contract Drug List (CDL) and related Prior Authorizations (PA) processes.
2. Have access to a Medi-Cal Rx pharmacist twenty-four (24) hours per day, seven (7) days per week, including weekends and holidays to assist KHS.
3. Assist with any clinical, pharmacy-related matter, including but not limited to urgent or time-sensitive requests, PA statuses, and claims issues.
4. Have direct access to appropriate clinical staff including Registered Pharmacists and other Medi-Cal clinicians as well as a CPhT Supervisor and the Customer Service Center (CSC) Director.

Please note that Medi-Cal Rx CLs should not be utilized for non-clinical and/or nonemergent issues, or general administrative issues, that could otherwise be resolved through the Medi-Cal Rx CSC. The Medi-Cal Rx KHS CLs will have an understanding of the KHS population by developing profiles for KHS, based on the population KHS serves, key areas of interest and/or challenges, and other nuances that are necessary to ensure quality customer service and timely access to medically necessary prescriptions.

C. Designated Users (DUs)

DHCS allows DUs for each DHCS-contracted health plan, which can be utilized both at the DHCS-contracted plan level as well as for any sub contractual delegated entities. The DU access takes into consideration key KHS roles, including but not limited to pharmacy staff, care managers and behavioral health staff, etc., that require access to the Medi-Cal Rx secure KHS Pharmacy Portal and the KHS CL.

DUs with CL access privileges are those individuals identified by KHS as needing CL access for critical functionalities including but not limited to clinical and care coordination, medication adherence, and other responsibilities related to medication requirements. DUs with CL access

privileges will be provided access to the KHS CLs through Medi-Cal Rx's dedicated Interactive Voice Response (IVR) system to assist and resolve clinical pharmacy related issues.

Each DU will have a password and User Identification (ID) associated with the user's name and KHS. All DUs will have access to the Medi-Cal Rx secure KHS Pharmacy Portal using their User ID and password. KHS can determine whether they want all DUs, or a subset of DUs, to have access to KHS CLs. DUs identified by KHS to have access to KHS CLs will receive a Personal Identification Number (PIN) to access KHS CLs through the Medi-Cal Rx CSC IVR system.

1. KHS DU Access Report

Medi-Cal Rx's PBM will provide each contracted KHS designee with a Monthly DU Access Report (MDUAR). Each MDUAR will capture the following information for each DU:

- a. User Identity.
- b. Login/out date/time; and
- c. Beneficiary Client Identification Numbers (CINs) whose records were accessed by the DU (reported when a DU selects and goes into that member record)

KHS will have the reports delivered weekly via a secure file transfer protocol or other secure method. These KHS specific MDUARs will be created in an Excel file format for consumption and utilization by the respective KHS staff to audit and verify DU lists and appropriate DU access. They will be provided each Sunday.

KHS designees who require Medi-Cal Rx to take action regarding access privileges for any DU must provide that request in accordance with the Medi-Cal Rx Designated User Policy and Procedure Manual (to be published by December 1, 2020).

2. DU and CL Identification

DHCS, in partnership with its PBM, has worked and will continue to work collaboratively with KHS to identify the list of KHS DUs that will have immediate access to the secure KHS Pharmacy Portal and/or Medi-Cal Rx KHS CLs, based upon direction of KHS, as of January 1, 2021. Going forward, and to facilitate changes to that initial DU list, DHCS, in partnership with its PBM, has established the following process for receiving and reviewing DU access requests for the Medi-Cal Rx secure KHS Pharmacy Portal and Medi-Cal Rx KHS CLs:

- a. KHS will establish DU Access Request Contact(s) for KHS to request authorized access to the Medi-Cal Rx secure KHS Pharmacy Portal and KHS CLs.

3. Notification of Staff requiring accounts

KHS Department heads will identify staff who would be deemed appropriate to have access to the KHS Pharmacy Portal and identify if they would require CL access. The names will

be forwarded to the DU Access Request Contact(s) (DUARC) who will complete the request form. This list will be forwarded to Medi-Cal RX Provisioning (medicalrxprovisioning@primetherapeutics.com) to have the MCRx processor create an account for the users. This is outlined in the following:

- a. Magellan will establish a DU Access Request Agent via an established email inbox that will be responsible for receiving and controlling DU Access Requests only from the DU Access Request Contact(s) for each KHS user. Magellan will ensure access is granted only to KHS authorized individuals. In order to establish credentials, the DU Access Request Contact(s) for each KHS must submit a DU Access Request that includes the following DU information:
 - i. Individual's name, title, KHS, and KHS generated email address;
 - ii. If the individual is a new incremental add or replacing someone who no longer needs access; and
 - iii. If the individual shall have access to KHS CLs and KHS attestation that the individual meets KHS CL access requirements.
- b. The PBM will process KHS DU Access Requests following receipt of a completed DU Access Request from a KHS DU Access Request Contact.
- c. The PBM will provide approved DUs with a User ID and Temporary Password. DUs authorized to have KHS CL access will also receive a PIN upon completion of registration and training.
 - i. If a Password needs to be reset, the user can do this through Magellan's portal system.
 - ii. If the PIN has been lost, the user must contact the Medi-Cal Rx CSC and request a new PIN.
- d. The PBM will complete processing of approved DU Access Requests no later than ten (10) business days from receipt of a completed DU Access Request to providing credentials to the approved DU as well as an approval response to the KHS DU Access Request Contact.
- e. The PBM will complete processing of disapproved DU Access Requests no later than ten (10) business days from receipt of a completed DU Access Request to providing a disapproval response to the KHS DU Access Request Contact.

KHS must report all KHS DU changes (such as resignations or terminations) to DHCS and its PBM via the Medi-Cal Rx CSC within 24 hours so that the DU's access can be terminated.

4. Monitoring

As KHS employees' employment status is governed by the Human Resource (HR) department, a quarterly review will be conducted to make sure all active users align with KHS employment records. KHS Compliance Department will coordinate with HR, IT, and the Pharmacy department.

V. ATTACHMENTS

N/A

VI. REFERENCES

Reference Type	Specific Reference
Regulatory	Governor Newsom's Executive Order (EO) N-01-19
All Plan Letter(s) (APL)	DHCS All Plan Letter (APL) 22-012

VII. REVISION HISTORY

Action	Date	Brief Description of Updates	Author
Reviewed	2025-09	Annual routine review No changes. Grammatical errors corrected.	CK
Revised	2024-09	Per annual routine review, revisions include: grammatical, clerical, context modifications, added a Purpose statement.	C.K. Pharmacy
Revised	2023-12	The Chief of Compliance and Fraud Prevention Officer made edits to replace the MCP acronym with KHS. The Chief Information Officer was also removed as a signatory as there is no involvement in the policies processes from MIS.	D.M. Compliance
Revised	2023-07	Modified language to reflect actual operational schedules, contacts, and procedures. Instructions given to the plan as part of implementation of MCRx changed slightly by the time the program was actually initiated and transition took place on 1/1/2022. APL 22-012 for reference/guidance. DHCS File and Use approval 10/19/2023.	B.W. Pharmacy
Revised	2021-01	Policy created by Director of Pharmacy to better assist members by utilizing the Medi-	B.W. Pharmacy

		Cal Website and Magellan Managed Care Pharmacy Portal. Approved by DHCS on 6.1.2021 as part of MCRX Deliverables 13.A,13. B.	
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VIII. APPROVALS

Committees Board (if applicable)	Date Reviewed	Date Approved
Choose an item.		

Regulatory Agencies (if applicable)	Date Reviewed	Date Approved
Department of Health Care Services (DHCS)	DHCS File and Use Per APL 22-012	10/19/2023
Department of Health Care Services (DHCS)	Approved as part of MCRX Deliverables 13.A,13. B.	6/1/2021



Policy and Procedure Review

KHS Policy & Procedure: Medi-Cal Rx Website/Pharmacy Portals & Clinical Liaison Access

Last approved version: 2023-12

Reason for revision: Per annual routine review, revisions include grammatical, clerical, context modifications, and a Purpose statement was added.

Date posted to public drive: _____

Date posted to website (“P” policies only) : _____