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## Medi-Cal Rx Update

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### Executive Summary

Medi-Cal Rx launched on January 1, 2022 and transitioned the Medi-Cal pharmacy benefit for more than 14 million Medi-Cal beneficiaries to a single delivery system. This includes the transition of the Medi-Cal pharmacy services from managed care to fee-for-service.

As of April 15, Medi-Cal Rx has:

- Processed more than 34.93 million point-of-sale pharmacy paid claims totaling more than \$4.1 billion in payments
- Processed 176,783 prior authorization requests
- Answered 199,170 calls and 100 percent of virtual hold calls and voicemails have been returned

### Call Center Operations

- Call Center service levels are consistently meeting or exceeding contractual requirements.
- Average Speed to Answer (ASA) remains below contractual requirements.
- Abandonment rate continues to be maintained below contractual requirements.

<i>Call Center</i>	<b>2/4<sup>1</sup></b>	<b>2/11</b>	<b>2/18</b>	<b>2/25</b>	<b>3/4</b>	<b>3/11</b>	<b>3/18</b>	<b>3/25</b>	<b>4/2</b>	<b>4/9</b>	<b>4/15</b>
Total Calls Received	25,802	21,333	16,524	12,071	12,039	11,876	11,423	10,618	10,536	10,023	10,025
ASA Overall (mins)	261	230	78	2	1	0.1	0.5	0.05	0.05	0.05	0.05
Abandonment Rate (%)	41%	41%	28%	3%	3%	1%	2%	0.2%	0.3%	0.4%	0.4%

### Prior Authorization (PA) Operations

- All PAs remain in compliance with stated SLAs

<i>Prior Authorization</i>	<b>2/4<sup>1</sup></b>	<b>2/11</b>	<b>2/18</b>	<b>2/25</b>	<b>3/4</b>	<b>3/11</b>	<b>3/18</b>	<b>3/25</b>	<b>4/2</b>	<b>4/9</b>	<b>4/15</b>
Total Cases Received	20,434	11,924	9,732	7,879	7,055	6,582	5,931	5,240	4,912	4,517	4,444
Average PAs In-Process	9,884	2,221	15	7	6	5	6	5	4	5	6
Average Days of In-Process PAs (days)	3.8	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

<sup>1</sup> The date represents the seven-day reporting period ending on that date. For all metrics except Total Calls/Total Cases Received, the metric represents the seven-day average.

## **Operational Updates**

The Department of Health Care Services and Magellan have undertaken a series of actions to strengthen the Medi-Cal Rx project organization and to support continuous process improvement. To this end, additional experienced project leaders have been added to both the State and Magellan teams, a project review has been conducted, and a revised governance structure has been established to have a more integrated approach for managing all aspects of the project.

A planning effort is underway to phase-in the reinstatement of claim edits and prior authorizations; neither of which will occur until after a robust education and outreach effort to pharmacy providers has been completed. As a result of this effort, claim edits originally proposed to be reinstated May 1, 2022 will not occur until such time as the education and outreach efforts have been completed. More information will be provided in the coming weeks.

### **Medi-Cal Rx:**

- *Standardizes the Medi-Cal pharmacy benefit under one statewide delivery system. This means that no matter what county a person lives in, the same access to their prescriptions is available.*
- *Improves access to pharmacy services with a pharmacy network that includes the vast majority of the state's pharmacies.*
- *Centralizes pharmacy policy, transactions, and reimbursements, ultimately leading to greater efficiency for pharmacies, prescribers, the Medi-Cal program, and Californians.*
- *Strengthens California's ability to negotiate state supplemental drug rebates with pharmaceutical manufacturers.*