



PROVIDER *bulletin*

January 14, 2022

Dear Pharmacy:

The transfer of pharmacy services processing from KFHC to MCRx has been in effect for about two weeks. There have been some challenges with the transition. It is to be expected with a change of operations of this nature that some obstacles will be encountered upon the way. DHCS has been working to address the issues reported.

As per our mission statement, we are dedicated to improving the health status of our members through an integrated delivery system. This includes seeing our members receive medications that are needed, even though we are not responsible for providing them.

Kern Family Health Care understands there have been a variety of issues ranging from:

- Eligibility
- call center
- covered medication lists
- authorizations, both submitting and processing
- reimbursement.

Although KFHC is not able to remedy any of these concerns, we have and will continue to share with DHCS the importance of addressing them.

DHCS has sent out bulletins on how to remedy some of these issues. Some are short term solutions while they find a long-term remedy. Although there was a rough start, are there still issues that are not being addressed or fixes that are not remedying the situation? Or are things resolved? If you would like to provide details to the types of issues that are still occurring, we will share with DHCS. Please be as specific as possible when describing an issue. It is helpful to note if this is just an issue for a particular member, or a global one. (ie. Eligibility in general, authorization DUR override codes not clearing, etc.) Please fax to 661-664-5191.

Pharmacy Name/address _____

Pharmacy Phone/contact _____

No problems currently/previously identified problems corrected: _____

Issues identified: _____

We appreciate your cooperation as we work together through this transition. We want to thank you again for the valuable service you provide to our members. If you have any questions, please contact your Provider Relations Representative.

Sincerely,
Bruce Wearda, R.Ph.
Director of Pharmacy