



KERN HEALTH SYSTEMS

Policy and Procedure Review/ Revision

Policy 13.11-P Medi-Cal RX Website/Pharmacy Portals & Clinical Liaison Access has been created by KHS Director of Pharmacy to comply with Executive Order (EO) N-01-19 and APL 20-020 and is provided here for your review and approval.

Reviewer	Date	Comment/Signature
Doug Hayward	12/15/21	<i>Doug Hayward</i>
Dr. Martha Tasinga	12/14/2021	<i>M Tasinga</i>
Richard Pruitt	12/13/2021	Richard Pruitt
Anita Martin	12.8.21	<i>Anita Martin, MBA, SHRM-SCP</i>
Carmen Dobry	1.19.21	Carmen Dobry, M.S., CHC
Bruce Wearda	1/19/2021	Bruce Wearda, RPh

(CEO decision(s))

Board approval required: Yes ___ No ___ QI/UM Committee approval: Yes ___ No ___
Date approved by the KHS BOD: _____ Date of approved by QI: _____
PAC approval: Yes ___ No ___ Date of approval by PAC: _____
Approval for internal implementation: Yes ___ No ___
Provider distribution date: Immediately _____ Quarterly _____

Effective date: _____
DHCS submission: _____
DMHC submission: _____
Provider distribution: _____



KERN HEALTH SYSTEMS					
POLICY AND PROCEDURES					
SUBJECT: Medi-Cal RX Website/Pharmacy Portals & Clinical Liaison Access				POLICY #: 13.11-P	
DEPARTMENT: Pharmacy					
Effective Date: 1/1/2022	Review/Revised Date: 12/15/2021	DMHC		PAC	
		DHCS		QI/UM COMMITTEE	
		BOD		FINANCE COMMITTEE	

_____ Date _____
 Douglas A. Hayward
 Chief Executive Officer

_____ Date _____
 Chief Medical Officer

_____ Date _____
 Chief Information Officer

_____ Date _____
 Chief Human Resources Officer

_____ Date _____
 Director of Compliance and Regulatory Affairs

_____ Date _____
 Director of Pharmacy

POLICY:

KHS in order to better assist its members with pharmacy concerns will utilize the Medi-Cal Website and Magellan Managed Care Pharmacy Portal. Clinical Liaisons 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 to guidance outlined by:

- Governor Newsom’s Executive Order (EO) N-01-19
- DHCS APL 20-020

PROCEDURES:

1.0 Medi-Cal Rx Website/Pharmacy Portals:

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

2.0 MCP Clinical Liaisons:

The primary responsibility of MCP CLs is to work directly with the MCPs 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 MCPs 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 MCP CLs will be a Certified Pharmacy Technician (CPhT) and expert user of the FirstTraxSM contact center system. The Medi-Cal Rx MCP CLs will:

- Have in-depth knowledge of the CDL and related PA processes.
- Have access to a Magellan Medi-Cal Rx pharmacist twenty-four (24) hours per day, seven (7) days per week, including weekends and holidays to assist MCPs.
- Assist with any clinical, pharmacy-related matter, including but not limited to urgent or time-sensitive requests, PA statuses, and claims issues.
- Have direct access to appropriate clinical staff including Registered Pharmacists and other Medi-Cal clinicians as well as a CPhT Supervisor and the 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 MCP CLs will have an understanding of the MCP population by developing profiles for each MCP, based on the population the MCP 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.

3.0 Designated Users (DUs):

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

DUs with CL access privileges are those individuals identified by the MCPs 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 MCP CLs through Medi-Cal Rx's dedicated IVR system to assist and resolve clinical pharmacy related issues.

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

3.1 MCP DU Access Report

Magellan will provide each contracted MCP with a Monthly DU Access Report (MDUAR). Each MDUAR will capture the following information for each DU:

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

MCPs will have the reports delivered monthly via a secure file transfer protocol or other secure method. These MCP specific MDUARs will be created in an Excel file format for consumption and utilization by the respective MCP to audit and verify DU lists and appropriate DU access. They will be provided by the 5th business day of each month for the prior month.

MCPs 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).

3.2 DU and CL Identification

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

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

3.2.1 Notification of Staff requiring accounts

KHS Department heads will identify staff who would be deemed appropriate to have access to the MCP Pharmacy Portal and identify if they would require CL access. The names will be forwarded to the Director of Pharmacy who will complete the request form. This list will be forwarded to Compliance to be sent to DHCS for consideration. If approved, DHCS will forward the name to have the MCRx processor create an account for the users. This is outlined in the following:

- 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 MCP. Magellan will ensure access is granted only to MCP authorized individuals. In order to establish credentials, the DU Access Request Contact(s) for each MCP must submit a DU Access Request that includes the following DU information:

- o Individual's name, title, MCP, and MCP generated email address;
 - o If the individual is a new incremental add or replacing someone who no longer needs access; and
 - o If the individual shall have access to MCP CLs and MCP attestation that the individual meets MCP CL access requirements.
- Magellan will process MCP DU Access Requests following receipt of a completed DU Access Request from an MCP DU Access Request Contact.
 - Magellan will provide approved DUs with a User ID and Temporary Password. DUs authorized to have MCP CL access will also receive a PIN upon completion of registration and training.
 - o If a Password needs to be reset, the user can do this through Magellan's portal system.
 - o If the PIN has been lost, the user must contact the Medi-Cal Rx CSC and request a new PIN.
 - Magellan will complete processing of approved DU Access Requests no later than seven (7) 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 MCP DU Access Request Contact.
 - Magellan will complete processing of disapproved DU Access Requests no later than seven (7) business days from receipt of a completed DU Access Request to providing a disapproval response to the MCP DU Access Request Contact.

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

3.2.2 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.

REFERENCE:

Revision: 2021-01: Policy created by Director of Pharmacy to better assist members by utilizing the Medi-Cal Website and Magellan Managed Care Pharmacy Portal. Approved by DHCS on 6.1.2021 as part of MRX Deliverables 13.A,13.B.