



PROVIDER *bulletin*

November 6, 2020

Post AOO (Assumption of Operations) Prior Authorization (PA) Submission Options

Medi-Cal Rx is assuming the operations of the pharmacy benefit effective January 1, 2021. The methods below will be acceptable means in which to request prior authorizations after the benefit is transitioned.

Post AOO Prior Authorization (PA) Submission Options

As of January 1, 2021, Prior Authorization (PA) requests for prescription drugs and some medical supplies for Medi-Cal beneficiaries will be adjudicated by Medi-Cal Rx.

To submit a request providers can:

- Fax requests for prior authorizations and attachments to 1-800-869-4325
- Enter PA information on [Medi-Cal Rx provider portal](#) (registration required, please go to www.Medi-CalRx.dhcs.ca.gov for more information)
- Submit PA electronically through CoverMyMeds® (registration required, please go to www.covermymeds.com for more information)
- Mail PA requests to Medi-Cal Rx Customer Service Center, Attn: PA Request, PO Box 730, Sacramento CA 95741-0730.

After January 1, 2021, providers can call 1-800-977-2273 for assistance.

Thank you,

Melissa Lopez
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