

Medi-Cal Rx Transition — Compliance and Reimbursement Impacts

October 14, 2021



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Welcome

Bob Mion

Director, Publishing and Marketing
California Hospital Association



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Ryan Witz is CHA's group vice president of policy. Ryan represents members' financial interests related to Medicare, Medi-Cal, commercial payers and other government entities. He provides support on financial and reimbursement issues affecting California hospitals and health systems, and is involved with the development and implementation of the hospital fee and other financing programs.

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Medi-Cal Rx Team Presenters

- *Katie Trueworthy - VP, MCO Liaison and External Affairs*
- *Bassant Khalil - VP, Clinical Management*
- *Jason Manviller - Education & Outreach Senior Manager*
- *Vanessa Chavez - Education and Outreach Supervisor*
- *Shaylene Gilkison - Sr. Pharmacy Services Representative*
- *Paola Barajas - Sr. Pharmacy Services Representative*
- *Samantha Fink RN, BSN - Medi-Cal Rx Clinician*
- *Karen Mikhael, PharmD - Medi-Cal Rx Clinician*
- *Thu Han Nguyen, RPh- Medi-Cal Rx Clinician*
- *Plus representatives from Department of Health Care Services (DHCS)*

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Medi-Cal Rx 101

What You Need to Know

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Agenda

- Medi-Cal Rx Transition Background
- Provider Portal Registration
- Prior Authorization (PA)
- Contract Drugs List (CDL) & Other Covered Products
- Pharmacy Claims
- Beneficiary Details
- Contacts & Resources
- Q&A

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Medi-Cal Rx Background

*Katie Trueworthy, Vice President External Affairs
Vanessa Chavez, Education and Outreach Supervisor*

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Medi-Cal Rx: Improving Pharmacy Processes

- Searchable Contract Drugs List (CDL)
- All Medi-Cal pharmacies are in the network
- 24-hour, 365-day Customer Service Center available
- Compatible with CoverMyMeds® for ePA
- Compatible with EHR under CoverMyMeds® and Surescripts

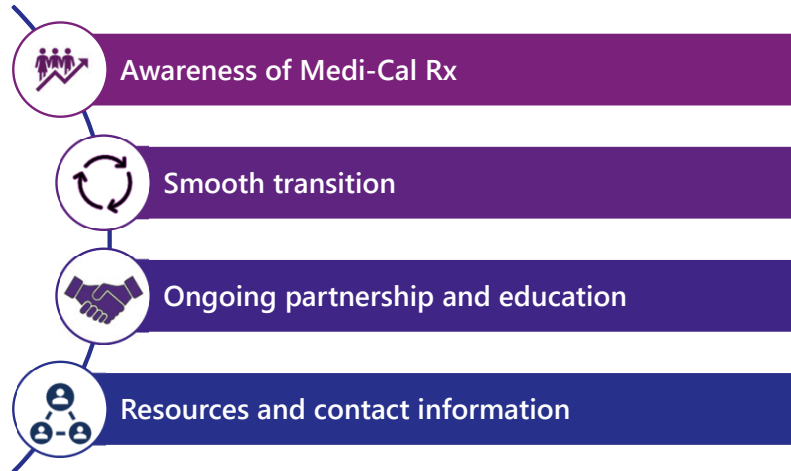
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Objectives

VP3



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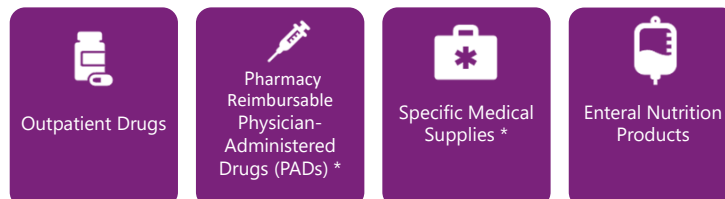


What is Medi-Cal Rx?

Medi-Cal Rx

Medi-Cal Rx is the administration of Medi-Cal pharmacy benefits through the Fee-for-Service (FFS) delivery system.

Medi-Cal Rx implements on January 1, 2022.



* For more detailed information about covered products please refer to the Medi-Cal Rx [Contract Drugs List \(CDL\)](#) and [Provider Manual](#)

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Slide 9

VP3 Suggest renaming slide title to Agenda
Vira, Purvi, 9/27/2021



Medi-Cal Rx Pharmacy Benefits

Includes

- Medi-Cal Managed Care
- Medi-Cal FFS
- California Children's Services (CCS)
- Genetically Handicapped Persons Program (GHPP)
- Family Planning, Access, Care, and Treatment (FPACT)

Excludes

- Senior Care Action Network (SCAN)
- Cal MediConnect
- Major Risk Medical Insurance Program (MRMIP)
- Programs of All-Inclusive Care for the Elderly (PACE)

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Medi-Cal Rx Provider Portal

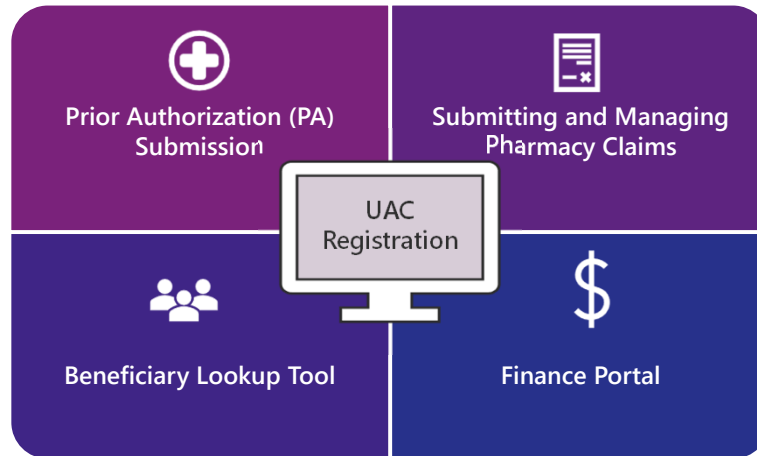
Shaylene Gilkison, Sr. Pharmacy Services Representative

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Registration – Why Sign Up?



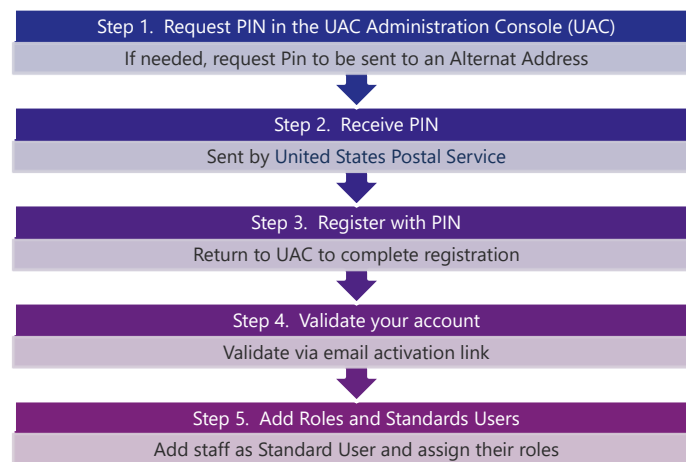
Provider Portal: <https://medi-calrx.dhcs.ca.gov/provider/>

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Provider Portal – Registration Overview

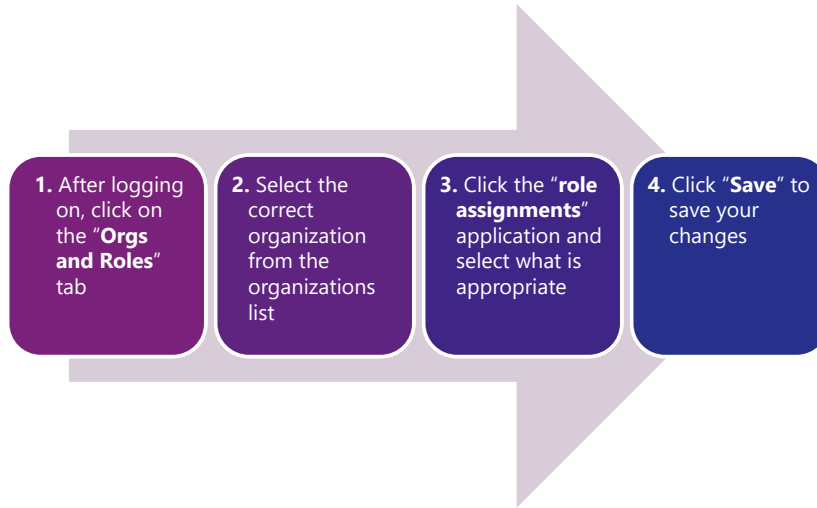


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Assign UAC User Roles Under Your NPI



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UAC Applications/Roles/Descriptions

Application	Role: User Privileges	Description
MRx Provider Portal	California Provider Portal	Able to access the Secured Provider Portal, which features the following: Beneficiary Eligibility Lookup, Prior Authorization Submission and Inquiry, Secure Message Center and Chat
Web Claims Submission	Web Claims Submission Access	Able to submit claims (includes reversals and resubmissions)
Financial Portal	Financial Portal Access	Able to have full access to financial information and medical insurance payment explanation
	835 File Access	Able to have access to and download the 835 File
	EFT Access	Able to add and remove financial information only
	ERA Access	Able to request data of medical insurance payment explanation
Saba	Saba Training	Able to view and register for trainings, class schedules and courses, calendar of education and outreach events

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Registration Support

Office Hours

- Pharmacy Service Representatives (PSRs) are available for walkthrough registration.
- Set up a meeting by sending a request to:
medicalrxeducationoutreach@magellanhealth.com

YouTube Tutorials

- Found on the [Education & Outreach Website](#)
- Provides easy-to-follow guides to help you with registration

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Prior Authorization (PA)

Thu Han Nguyen, RPh, Medi-Cal Rx Clinician

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Prior Authorizations (PAs)



PAs will replace SARs and TARs as of January 1, 2022.

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Prior Authorization 180 Day-Transition Period

Pharmacy Transition Policy

Existing prescriptions without previously approved PAs

- Uses historical encounters/paid claims data to validate prior prescription
- Includes drugs not on the Medi-Cal CDL
- Includes drugs that otherwise have PA requirements under Medi-Cal Rx
- Excludes medication used for off-label diagnosis

Prescriptions with previously approved PA

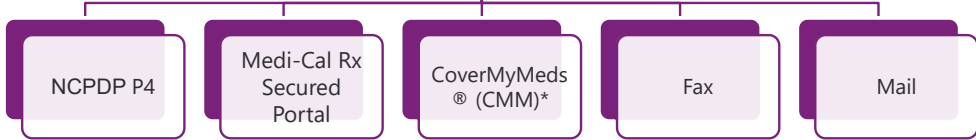
- Uses PA and encounter/claims history data to “grandfather” those prescriptions
- Allows continuation of the PA through its stated duration
- Not to exceed one full year

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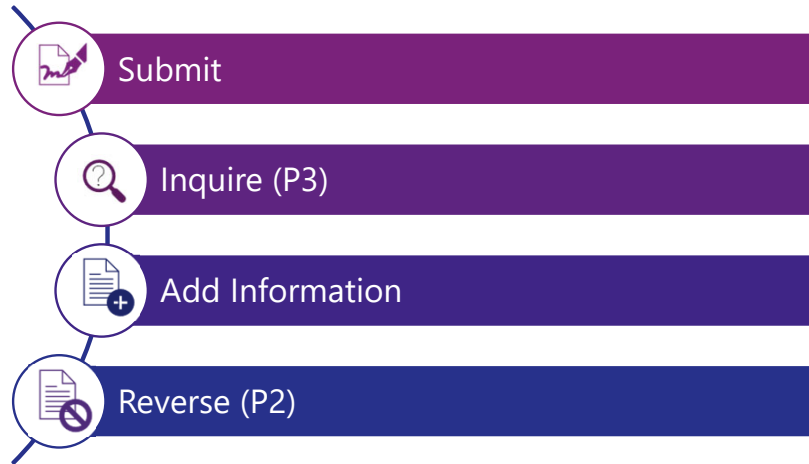
PA Submission Methods



*Pharmacies can only initiate a PA through CMM

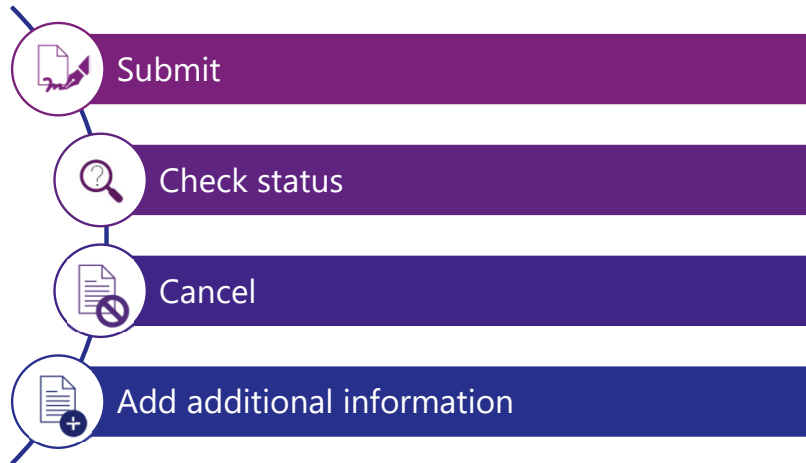


PA Submission via NCPDP P4





PA Submission via the Secured Provider Portal

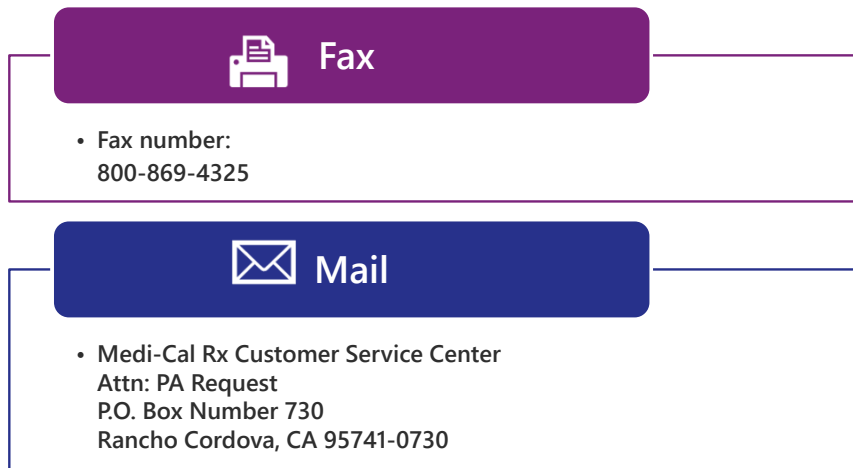


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Prior Authorization Submission Methods

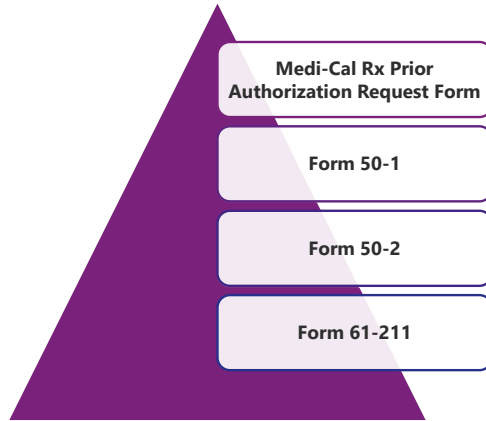


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Approved PA Forms



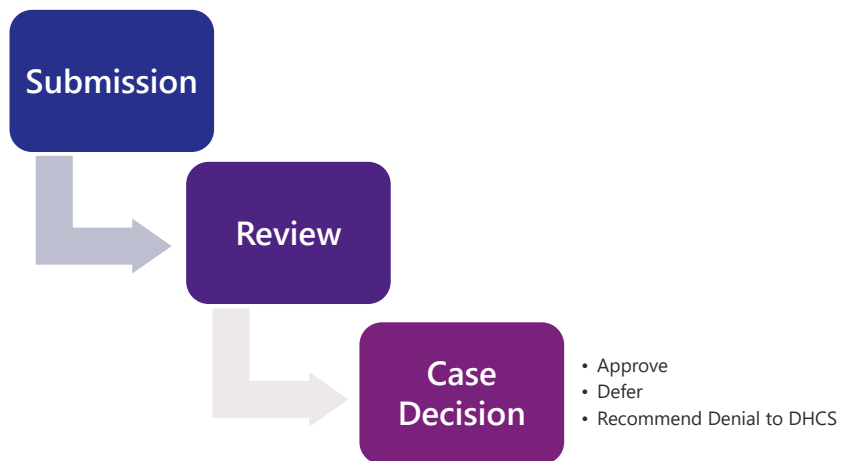
Unapproved Forms
Forms not listed above will not be accepted.

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What is the PA Process?



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PA Appeal Intake Channels

Secured Provider
Portal

Fax

Mail

Appeal Submissions may be sent within 180 days from the date of the initial denial

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What is the PA Appeal Process?

Appeal
Submission

- PA submission must state "Appeal"



Review



Appeal
Decision

- Approve
- Recommend Denial

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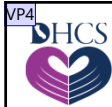
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Contract Drugs List (CDL) and Other Covered Products

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Contract Drugs List

- Searchable by generic name
- Alphabetized by Therapeutic Class
- Medications not on CDL, require a PA
- Code 1 Restrictions: AL, QL, LR, and diagnosis

Code	Description
Age Limit (AL)	Claim will reject if age parameters are not met.
Labeler Restriction (LR)	Claim must reflect indicated labeler code for claim to pay.
Quantity Limit (QL)	Claim will reject if defined quantity limits are exceeded.
Diagnosis	Claim will reject if diagnosis is not met. Note: This rejection may be resolved by the pharmacy inputting an ICD-10 code as provided on a prescription.

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Slide 30

VP4 Include speaking point to emphasize that Diagnosis CD1 can be overridden at the pharmacy level.

Vira, Purvi, 9/27/2021



CDL Navigation

Drug Name	Dosage	Strength/ Package Size	Billing Unit	UM Type	Code 1
Diazepam *	Injection *	5 mg/ml	ml	AL	* Use in beneficiaries less than 2 years of age requires prior authorization approval for all dosage forms except the nasal spray.
	Nasal Spray *	5 mg 10 mg 15 mg 20 mg	ea ea ea ea	AL, LR, QL	
	Tablets + *	2 mg 5 mg 10 mg	ea ea ea	QL	* Restricted to use in the treatment of acute epilepsy in patients 6 years of age and older. Also restricted to a maximum quantity of 20 blister packs (10 cartons) in any 12-month period, and to NDC labeler code 72252 for the nasal spray only. Note: The billing unit for the nasal spray is a blister pack. Each carton contains 2 blister packs.
	Rectal Gel *	2.5 mg twin pack 10 mg delivery system twin pack 20 mg delivery system twin pack	ea ea	AL, LR, QL	

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Medi-Cal Rx: Forms & Information Page

- **Contract Drug Lists**
 - [Blood Factors](#)
 - [Over the Counter Drugs](#)
 - [Over the Counter Cold/Cough Preparations](#)
- **Other Lists of Covered Products**
 - [Covered Enteral Nutrition Products*](#)
 - [Covered Diabetic Test Strips and Lancets*](#)
 - [Covered Pen Needles*](#)
 - [Family PACT Pharmacy Formulary](#)
 - [Pharmacy Reimbursable Physician Administered Drugs](#)

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Pharmacy Claims

Paola Barajas Sr. Pharmacy Services Representative

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72-Hour Emergency Dispensing

Emergency Dispensing: Submission Guidelines

- Providers must retain documentation for any emergency fill and are subject to audit
- Bill with level of service code: 3-Emergency
- Limits to 3-day supply per fill and 3 fills per 30-days max*

** Dispensing over 3-day supply requires paper claim submission*

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72-Hour Emergency Dispensing-Edits

If the service qualifies as Emergency Dispensing

Policy reject codes may be overridden except for eligibility, share of cost and other healthcare coverage, cannot be overridden.

Emergency Dispensing Submission Methods

Pharmacy POS or paper

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BIN, PCN and RX Group Information

NEW BIN	NEW PCN	NEW GROUP
022659	6334225	MEDICALRX
Beneficiary ID		
14- digit beneficiary identification number or 9-digit Client Index Number or Health Access Program (HAP) ID		
Effective Date		
January 1, 2022		

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Claim Submission Methods

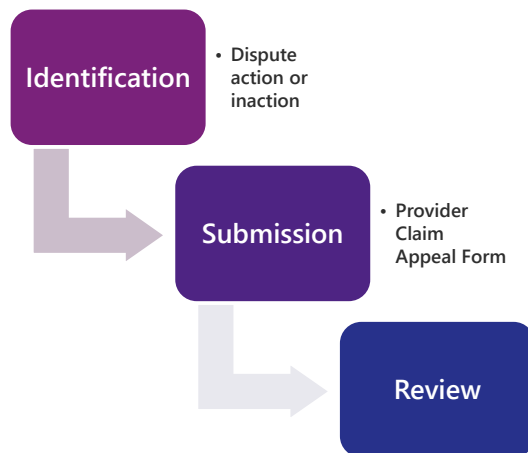


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Claim(s) Appeals Process



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Submission Options for Compound Claims



POS

Paper & Fax

- Universal Claim Form
- Compound Claim Form (30-4)



Box 48 – Specific Details/Remarks must include the SNOMED® value of the claim

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POS Test Claims

The Medi-Cal Rx pharmacy testing window is open through November 30, 2021 !



To submit test claims contact:

MRxPharmacyTesting@magellanhealth.com



Include the following with your test claims request:

- ✓ Contact Name
- ✓ Phone Number
- ✓ Pharmacy NPI
- ✓ Switch Details



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Beneficiary BIC/CIN

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Beneficiaries must provide one of the options below:

Examples of Benefits Identification Card (BIC)*



OR



*Either of these versions are acceptable

Examples of Client Index Number (CIN)

90000000A

OR

01234567A

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Beneficiary Eligibility

Validate eligibility through methods listed below:

- ✓The Secured Provider Portal
- ✓Contacting the Customer Service Center (CSC)

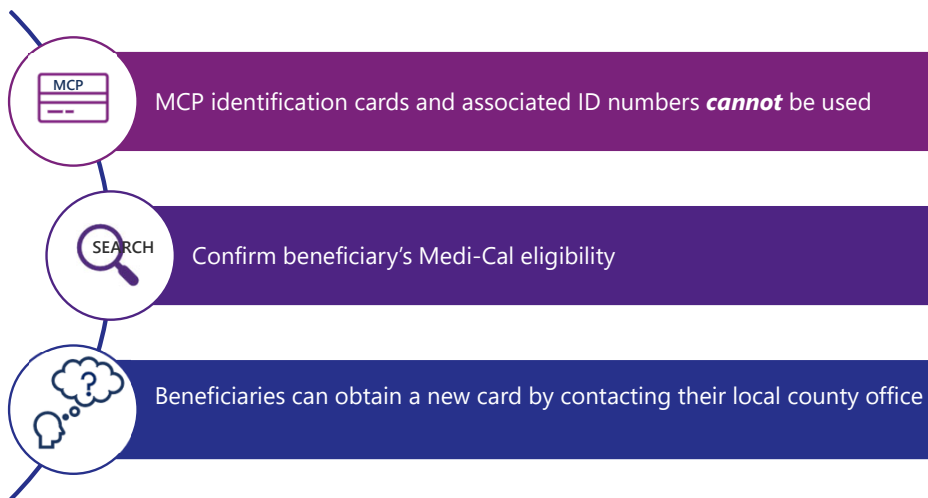


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Beneficiaries



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Contacts & Resources

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Need Additional Help or Want to Learn More?








 Pharmacy Service Reps	MediCalRxEducationOutreach@MagellanHealth.com
 Customer Service Center	1-800-977-2273
 Medi-Cal Enrollment: PAVE	1-866-252-1949
 Live Chat & Messaging	For assistance, visit the Contact Us page
 Readiness Survey	Take the Medi-Cal Rx Readiness Survey
 Medi-Cal Rx Subscription Service (MCRxSS)	Sign up for MCRxSS for the latest Bulletins & News

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VC83 

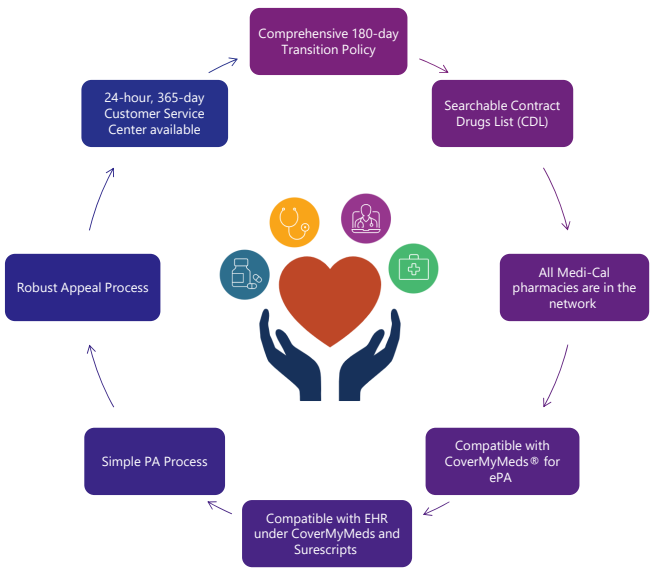
Resource Links

 Medi-Cal Website	https://medi-calrx.dhcs.ca.gov/home/
 Medi-Cal Rx Education & Outreach	https://medi-calrx.dhcs.ca.gov/home/education
 Provider Manual	https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/forms-and-information/manuals/Medi-Cal_Rx_Provider_Manual.pdf
 FAQs	https://medi-calrx.dhcs.ca.gov/home/faq
 Medi-Cal Rx Communications	https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/
 Payer Sheet	NCPDP Payer Sheet Link
 Billing Tips for Claims	Medi-Cal Rx Billing Tips for Claims

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 **Medi-Cal Rx Summary: Improving Pharmacy Processes**



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Slide 47

VC83 add Payer Sheet Link
Chavez, Vanessa , 9/30/2021

Questions



Please type your question in the Q & A box, then press enter.

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Thank You



Thank you for participating in today's webinar.
A recording of the program will be sent to each attendee.

For education questions, contact:

education@calhospital.org

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