

*County of San Diego – Health and Human Services Agency (HHSA)*

**Behavioral Health Services (BHS) – Information Notice**

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| **To:**  **From:** | **BHS Contracted Service Providers**  **BHS – Quality Management Unit** |
| **Date:** | **February 11, 2022** |
| **Title** | **Medi-Cal RX Rollout and Concerns** |

Beginning January 1, 2022, Medi-Cal pharmacy benefits transitioned to the fee-for-service delivery system for all Medi-Cal beneficiaries (generally referred to as “Medi-Cal Rx”). The Department of Health Care Services (DHCS) has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide variety of administrative services and supports for Medi-Cal Rx.

Since the rollout of the delivery system there have been significant concerns expressed by providers. These issues include:

* Delays in claims processing,
* Incorrect information being provided to consumers and pharmacies,
* Portal documents/*covermymeds* forms not working properly,
* Formulary restrictions,
* Urgent medications not being authorized/delayed in approval,
* Excessive helpline wait times.

Due to these concerns, BHS will centralize provider feedback through the QI Matters email: [qimatters.hhsa@sdcounty.ca.gov](mailto:qimatters.hhsa@sdcounty.ca.gov) in order to ensure the information is routed to the appropriate parties. Please send any concerns regarding the Medi-Cal Rx portal to the above email.

Please remind your clients that JFS and CCHEA may be contacted for advocacy regarding care concerns that arise due to the current process.

* Jewish Family Service (JFS): [Patient Advocacy - JFSSD](https://www.jfssd.org/our-services/adults-families/patient-advocacy/)
* Legal Aid Society of San Diego (CCHEA): [Behavioral Health | Legal Aid Society of San Diego (lassd.org)](https://www.lassd.org/area/mental-health)

It’s crucial that providers remain up to date with Medi-Cal Rx information and work to ensure individuals receive their medications. Please work directly with clients and pharmacies to access emergency medications when needed. Additional details can be found here: [Revised Emergency Fill Quantity Limit and Frequency Policy (ca.gov)](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.02_A_Revised_Emergency_Fill_Quantity_Frequency_Policy.pdf).

Note that the County of San Diego is sharing concerns with DHCS and changes are occurring on a regular basis to address issues. This website has all Medi-Cal Rx Bulletins & News for your reference: [Medi-Cal Providers | Bulletins & News](https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/).



**For More Information:**

* HHSA, QI Matters: [qimatters.hhsa@sdcounty.ca.gov](mailto:qimatters.hhsa@sdcounty.ca.gov)

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