

## Behavioral Health Services (BHS) – Information Notice

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

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](#)
- Legal Aid Society of San Diego (CCHEA): [Behavioral Health | Legal Aid Society of San Diego \(lassd.org\)](#)

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 \(ca.gov\)](#).

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](#).

### For More Information:

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