

Pharmacy Benefit 2021: Change to Medi-Cal Rx

Starting January 1, 2021, your pharmacy benefit will be provided by the Department of Health Care Services (DHCS) instead of Partnership HealthPlan of California (PHC). Your prescription medications will be covered by Medi-Cal Rx.

Important: This does not change your Medi-Cal eligibility or benefits.

What will change?

Most likely, you will not notice a difference in how you get your medication. For pharmacy services on or after January 1, 2021, most people will be able to use the same pharmacy they do now.

DHCS is working with PHC, doctors, and pharmacies to make sure they are prepared to serve you. We want to minimize disruptions to your care.

If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions Medicare does not. You should talk to your doctor or pharmacy if you have any questions.

Will my medication change?

Most people will not have to change medications.

If your current medication requires prior approval, continue working with your doctor. Your doctor may need to get approval through Medi-Cal Rx for your prescriptions starting January 1, 2021.

Will my pharmacy change?

Most pharmacies in California will work with Medi-Cal Rx. You can call the Medi-Cal Member Help Line (800) 541-5555, TTY (800) 430-7077 to ask if your pharmacy will accept Medi-Cal Rx.

What if I need help finding a pharmacy on or after January 1, 2021?

Starting December 2020, you can use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov.

Starting January 1, 2021, Medi-Cal Rx Call Center at (800) 977-2273, 24 hours a day, 7 days a week or 711 for TTY, Monday thru Friday, 8 a.m. – 5 p.m.



QUESTIONS?

On or Before December 31, 2020

If you have general questions about Medi-Cal Rx, call the Medi-Cal Member Help Line (800) 541-5555, TTY (800) 430-7077, Monday through Friday, 8 a.m. to 5 p.m.

If you have questions about your current medication or other pharmacy services, please call PHC Member Services at (800) 863-4155, TTY (800) 735-2929 or 711, Monday through Friday, 8 a.m. to 5 p.m.

On or After January 1, 2021

You can call the Medi-Cal Rx Call Center at (800) 977-2273, 24 hours a day, 7 days a week, or 711 for TTY, Monday thru Friday, 8 a.m. to 5 p.m.

You can also email DHCS at RxCarveOut@dhcs.ca.gov. Make sure to write that you have a question about Medi-Cal Rx. **DO NOT** include personal information, like your Medi-Cal ID number or date of birth, in your first email. DHCS staff will reply with a secure email asking for your information if it is needed to help you.