



To: All Medi-Cal PCPs
From: IEHP – Provider Relations
Date: February 7, 2022
Subject: **Medi-Cal Rx Transition: How To Assist IEHP Members**

On January 1st, 2022, pharmacy services for IEHP Medi-Cal Members transitioned from IEHP to Medi-Cal Rx. **IEHP Members now have Medi-Cal Rx pharmacy benefits to cover their medications and billing and authorization information has changed.**

Please note that this change does **NOT** apply to IEHP DualChoice Members.

The following guide is designed to assist Providers in answering concerns Members may have regarding the Medi-Cal Rx change:

Member Questions	Response by Pharmacy or Medical Provider
<p>What is changing about my access to medications?</p>	<ul style="list-style-type: none"> • <u>Most importantly</u>, there is no change in your Medi-Cal eligibility or benefits including medication coverage. The State is now managing your pharmacy benefits, instead of IEHP. • As of January 1, 2021, you need to bring your Medi-Cal Benefits Identification Card (also called BIC), when you go to the pharmacy.
<p>How can I get a new BIC?</p>	<ul style="list-style-type: none"> • If you did not receive your BIC or it is lost or stolen, you may ask for a BIC from your county social services office. Please contact the county in which you live at the following phone numbers: Riverside County: 1-877-410-8827 San Bernardino County: 1-877-410-8829
<p>Will the cost of my medications change?</p>	<ul style="list-style-type: none"> • There will be no change in medication costs to IEHP Medi-Cal Members
<p>Do I need to do anything different than I do today?</p>	<ul style="list-style-type: none"> • Yes, you must bring your Medi-Cal Benefits Identification Card, the BIC, (in addition to your IEHP Member Card) when you go to the pharmacy.
<p>Will I have to change my medications?</p>	<ul style="list-style-type: none"> • Most people will not have any change in their medications. If there is a need for a medication change, your Provider will take care of it. No action is required from you, as a Member.

Member Questions	Response by Pharmacy or Medical Provider
<p>Will I have to find a new pharmacy?</p>	<ul style="list-style-type: none"> You will probably be able to use the same pharmacy you do now, but it is best to ask your regular pharmacy if they accept Medi-Cal Rx. If you use a mail order pharmacy that is based outside of California, you may need to change to another one that is in the Medi-Cal Rx system. The Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov is now available. Or you can call Customer Service at 1-800-977-2273 24 hours a day, seven days a week or 711 for TTY Monday thru Friday, 8am to 5pm.
<p>I'm eligible for both Medicare and Medicaid (Medi-Cal). How does this change affect me?</p>	<ul style="list-style-type: none"> Medi-Cal Rx transition applies to Medi-Cal Members only and does not change your current Medicare Part D pharmacy coverage. You should take your IEHP Member Card and Medi-Cal Benefits Identification Card, the BIC card, when you go to the pharmacy. You can access your IEHP Member Card through the IEHP Smart Care App (available for download on both Apple and Android devices at the IOS App Store and GooglePlay App Store). It is also available on the Secure Member Portal at www.iehp.org. To replace a missing or damaged IEHP Member Card, you can also call IEHP Member Services at 1-800-440-4347 (TTY 1-800-718-4347), Monday-Friday from 8am to 5pm.
<p>File a complaint or grievance with Medi-Cal Rx</p>	<ul style="list-style-type: none"> Call the Medi-Cal Rx Customer Service Center at (800) 977-2273. Log onto www.medi-calrx.dhcs.ca.gov to securely email a complaint. Complaints will be acknowledged within 1 day of receipt and addressed within 30 calendar days.
<p>Who can I contact for more information?</p>	<ul style="list-style-type: none"> You can contact Magellan at the Medi-Cal Rx Call Center Line (1-800-977-2273) 24 hours a day, seven days a week or 711 for TTY Monday thru Friday, 8am to 5pm. <p>NOTE: You may experience long wait times while Medi-Cal Rx works through the transition of benefits for all Medi-Cal members. Continue to reach out to Magellan Medi-Cal Rx Call Center for any issues with your medication coverage.</p>

Visit the new Medi-Cal Rx website www.Medi-CalRx.dhcs.ca.gov for general information including Frequently Asked Questions (FAQs) and the Medi-Cal Rx Pharmacy Transition Policy.

If you have any questions about Provider-related issues, please contact the Provider Relations Team at (909) 890-2054 or (866) 223-4347 or email ProviderServices@iehp.org.

If you have any additional questions, please contact the Pharmacy Team at (909) 890-2049, between 8am-5pm, Monday through Friday.

As a reminder, all communications sent by IEHP can also access the IEHP Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence