

December 29, 2021



PHARMACY ALERT

To: All Pharmacies
From: Health Plan of San Joaquin
Subject: Medi-Cal Rx PBM Information
Business: Medi-Cal

Beginning January 1, 2022, Health Plan of San Joaquin pharmacy benefits will be transitioned to and administered by the new California State agency, Medi-Cal Rx. Medi-Cal Rx is responsible for adjudicating all outpatient pharmacy drugs. DHCS has partnered with Magellan Health to provide this benefit and support Medi-Cal Rx.

PLEASE READ AND POST THE ATTACHED MEDI-CAL RX PBM INFORMATION

The attached includes steps to access the Medi-Cal AEVS website if the member **does not**

1. Have their Medi-Cal client index number
2. Have the beneficiary identification number
3. Have their Health Access Program identification (ID)

The information provided on the attachment also includes needed information for a prescription claim to adjudicate at the point-of-sale for the pharmacy

MEDI-CAL RX PBM INFORMATION – PLEASE POST IN THE PHARMACY

Beginning January 1, 2022, Health Plan of San Joaquin pharmacy benefits will be transitioned to and administered by the new California State agency, Medi-Cal Rx. Medi-Cal Rx is responsible for adjudicating all outpatient pharmacy drugs. DHCS has partnered with Magellan Health to provide this benefit and support Medi-Cal Rx.

NEW BIN	NEW PCN	NEW GROUP
022659	6334225	MEDICALRX
Beneficiary ID (any of the three listed options can be used)		
14-digit beneficiary identification number	9-digit Client Index Number	Health Access Program (HAP) ID

Q: What is the 14-digit beneficiary identification number?

A: The 14-digit beneficiary identification number is the member’s unique Medi-Cal benefit ID number. The number can be found on the member’s State of California Benefit Identification Card (see examples) or via the Medi-Cal website (<https://www.medi-cal.ca.gov/mcwebpub/login.aspx>). To obtain the number via the website you must first log in →select a single subscriber →provide the member’s social security number, date of birth, and the current date → the 14-digit beneficiary identification number can be found in the field “Subscriber ID”.

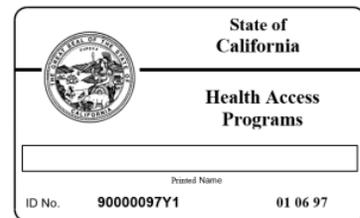


Q: What is the 9-digit Client Index Number (CIN)?

A: The CIN is also the member’s unique Medi-Cal benefit ID number, but only the first 9 characters of the 14-digit beneficiary identification number.

Q: What is the Health Access Program (HAP) ID?

A: The HAP ID number can be found on the State of California Health Access Programs benefit card (see example). The program allows for providers to screen clients for eligibility or immediately enroll them online through the internet for the patients to obtain immediate access to needed health care benefits.



Q: Who can I contact for help? What if the claim rejects after I process to Medi-Cal Rx?

A: You can call the Medi-Cal Rx Call Center Line, 1.800.977.2273 TTY/ TDD 711, 24/7, or visit www.Medi-CalRx.dhcs.ca.gov for help. You can also submit a prior authorization request form to Medi-Cal Rx via the online provider portal or via fax number **1.800.869.4325** starting on or after January 1, 2022.

Q: Still having problems?

A: Contact HPSJ Pharmacy Department at **209.461.2212** to leave a secure voicemail that will be reviewed within one business day.