

November 23, 2021

Dear Medi-Cal Beneficiary (or Legal Designee):

On January 1, 2022, the Department of Health Care Services (DHCS) will change your pharmacy benefit. Your prescription medications will be covered by “Medi-Cal Rx”. This does not change your Medi-Cal eligibility or benefits.

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

What is changing?

Starting on January 1, 2022 you will get your Medi-Cal covered prescriptions through Medi-Cal Rx instead of Blue Shield of California Promise Health Plan.

DHCS is working with a new contractor, Magellan Medicaid Administration, Inc. (Magellan) to provide Medi-Cal Rx services.

There will be no change in how you pay for your medications. For most Medi-Cal beneficiaries, there is no cost.

What do I need to do?

Blue Shield Promise, your doctors and pharmacies know about the changes and know what to do. Because of this, most people in Medi-Cal will not need to do anything.

Most people will be able to use the same pharmacy they do now on January 1, 2022. If your pharmacy does not work with Medi-Cal Rx, you may need to choose another pharmacy.

Will I need to change my medication?

Most people will not have to change their medications. The list of drugs that require prior approval may be different than the list Blue Shield Promise uses. Your doctor may need to get approval to refill prescriptions. He or she may talk to you about changing to a medication that does not require prior approval.

Will my pharmacy change?

Most pharmacies will accept your new coverage. You can call the Medi-Cal Member Help Line (1-800-541-5555, TTY 1-800-430-7077) to ask if your pharmacy will accept Medi-Cal Rx.

If you need help finding a pharmacy on or after January 1, 2022, use the Medi-Cal Rx Pharmacy Locator online at www.Medi-CalRx.dhcs.ca.gov or call Customer Service at 1-800-977-2273 twenty-four hours a day, seven days a week or 711 for TTY Monday thru Friday, 8am to 5pm.

Note: The website pharmacy locator will be available in December 2021 and the phone number starting January 1, 2022.

What happens now?

Always bring your Blue Shield Promise ID card and your Medi-Cal Benefits Identification Card (BIC) with you. Starting January 1, 2022, bring your Medi-Cal BIC card when you go to the pharmacy. The pharmacy will use the card to look up your information and give you your medications.

What if I have questions?

On or Before December 31, 2021

- If you have questions about your medication or other pharmacy services, please call (800) 605-2556 [TTY: 711], 8am to 6pm, Monday thru Friday.
- If you have questions about this notice or have Medi-Cal Rx general questions, contact the Medi-Cal Member Help Line (1- 800-541-5555, TTY 1-800-430- 7077), Monday thru Friday, 8am to 5pm.

On or After January 1, 2022

- You can call the Medi-Cal Rx Call Center Line (1-800-977-2273) twenty-four hours a day, seven days a week, or 711 for TTY, Monday thru Friday, 8am to 5pm.

You can also email DHCS at RxCarveOut@dhcs.ca.gov. Make sure to write that you have a question about Medi-Cal Rx. Please do NOT include personal information in your first email. DHCS staff will reply with a secure email asking for your information, if they need that information to assist you.

What happens if I have a complaint?

Magellan will accept and resolve your complaint. You can submit a complaint either in writing or by telephone.

- Visit www.Medi-CalRx.dhcs.ca.gov or
- Call Customer Service at 1-800-977-2273

Note: You can only use this website and phone number to file a complaint on or after January 1, 2022.

Your health plan will no longer handle pharmacy complaints for pharmacy services received on or after January 1, 2022.

How can I appeal a Medi-Cal Rx benefit decision?

The California Department of Social Services has a State Hearing process if you want to appeal a pharmacy benefit decision. This process is different from the appeals process you may have used with your health plan. In a State Hearing, a judge reviews your request with clinical input from DHCS pharmacists to make sure the decision aligns with Medi-Cal pharmacy policy.

If a prescription is denied or changed, a form to request a State Hearing will automatically be sent to you with the notice of denial or change. If you do not agree with a denial or change related to your pharmacy services and benefits under Medi-Cal Rx, you can ask for a State Hearing. You can ask for a State Hearing by sending the State Hearing request form to:

California Department of Social
Services State Hearings Division
P.O. Box 944243, MS 19-37
Sacramento, CA 94244-2430

You may also call to ask for a State Hearing by calling toll-free at 1-800-952-5253 (TTY: 1-800-952-8349). Please note that the number can be very busy so you may get a message to call back later.

You can get more information about the State Hearing Process by going to www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx.

On or after January 1, 2022, you can also get the State Hearing request form by going to www.Medi-CalRx.dhcs.ca.gov or by calling Customer Service at 1-800-977-2273 twenty four hours a day, seven days a week, or 711 for TTY Monday thru Friday, 8am to 5pm.



California Department of Managed Health Care: If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number: 1-888-466-2219, or at a TTY number for the hearing impaired at 1-877-688-9891, or online at www.dmhc.ca.gov.

California Department of Health Care Services (DHCS) Office of the Ombudsman: For help with Medi-Cal, you may call the California Department of Health Care Services (CDHCS) Ombudsman Office at 1-888-452-8609. The Ombudsman Office helps people with Medi-Cal make use of their rights and responsibilities.

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County.

You can get this information for free in other formats, such as large print, braille or audio. Call 1-800-605-2556 (TTY: 711), 8:00a.m. – 6:00p.m., Monday through Friday. The call is free.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-605-2556 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-605-2556 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-605-2556（TTY：711）。

Blue Shield of California Promise Health Plan complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people or treat them differently, on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability or physical disability.