

Pharmacy Benefit 2021: Change to Medi-Cal Rx

UPDATE (November 17, 2020): The change to Medi-Cal Rx has been delayed from January 1, 2021, to no sooner than April 1, 2021. PHC will continue to provide the full pharmacy benefit until the official change.

Starting no sooner than April 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 change in how you get your medication. After the change to Medi-Cal Rx, 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 ready to serve you. We want to reduce disruptions to your care.

If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions Medicare does not. 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 approval, continue working with your doctor. Your doctor may need to get approvals through Medi-Cal Rx when the change occurs.

Will my pharmacy change?

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



QUESTIONS?

On or before April 1, 2021:

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, 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 April 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 through 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** put 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.