



Rite Aid Closures: Guidance for Providers

June 17, 2025

What Pharmacy Providers and Prescribers Need to Know

On May 5, 2025, Rite Aid filed for bankruptcy and announced it will be closing its pharmacy locations. This change will impact some Medi-Cal Rx members who currently get their prescriptions filled at Rite Aid.

Some Rite Aid locations plan to transfer members' prescriptions to other pharmacies. To avoid disruption in access to therapy, pharmacy providers and prescribers should encourage members to contact their Rite Aid pharmacy to determine if they need to transfer their prescriptions or if that pharmacy location will transfer their prescriptions for them.

What Pharmacy Providers and Prescribers Need to Do

Prescribers should consider proactively reaching out to members who may be affected by the closure to update their records with the member's preferred pharmacy location. Prescribers should also be responsive to non-Rite Aid pharmacy requests for new prescriptions.

Pharmacy providers and prescribers should review the following scenarios for addressing the impact to Medi-Cal Rx members who currently get their prescriptions filled at a Rite Aid pharmacy or have questions regarding Rite Aid closures:

Scenario	Recommended Action
Scenario #1: A member has no prescriptions with any Rite Aid pharmacy.	No action is needed.
Scenario #2: A member has prescriptions with a Rite Aid pharmacy that is closing and participated in transferring prescription files.	No action is needed. The prescription transfer is automatic, unless a prescription has no refills remaining or has expired, in which case the prescriber may need to issue a new prescription.

Scenario	Recommended Action
<p>Scenario #3:</p> <p>A member's prescriptions were transferred by Rite Aid to another pharmacy, but the member wants to use a different pharmacy than the one that received the file.</p>	<p>In California, a prescription cannot be transferred twice without being filled at least one time. The prescriber will need to issue a new prescription for the member to take to their preferred pharmacy that participates in Medi-Cal Rx.</p>
<p>Scenario #4:</p> <p>A member has prescriptions with a Rite Aid pharmacy that is closing and did not participate in a prescription file transfer.</p>	<p>Members should transfer their prescriptions to another pharmacy that participates in Medi-Cal Rx. Pharmacy providers and prescribers should direct members to use the Medi-Cal Rx Pharmacy Locator tool to find a pharmacy convenient to them or find a participating pharmacy that offers mail order services.</p> <p>Members can request the new pharmacy transfer their prescription unless the prescription has no refills remaining or has expired, in which case the prescriber may need to issue a new prescription.</p>

Note: Prescriptions for a Schedule II controlled substance will require a new prescription. Prescriptions for a Schedule III-V controlled substance may also require a new prescription. Direct the member to contact their new pharmacy to determine if a new prescription is required.

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@primetherapeutics.com.