



Medi-Cal Rx

Transitioning Medi-Cal Pharmacy Services from Managed Care to Fee-For-Service

June 17, 2020, 2:00 – 3:00 p.m.

WebEx Meeting



Today's Agenda

- Welcome & Opening Remarks
- COVID-19 Project Impact
- Project Status & Implementation Updates
- Pharmacy Transition Policy
- Stakeholder Engagement Efforts
- Question & Answer Session



COVID-19 Project Impact 1

- DHCS recognizes that the COVID-19 Public Health Emergency (PHE) has impacted all of our lives and affected our stakeholder community in different ways.
- DHCS continues to closely monitor the evolving COVID-19 PHE.
- As of today's date, there are no changes to the implementation timeline as DHCS, in partnership with Magellan, has continued to work internally to ensure all necessary implementation phases are completed by January 1, 2021.



COVID-19 Project Impact 2

- DHCS and Magellan staff are largely working remotely and using innovative IT solutions to continue important meetings and collaborative discussions/decision-making activities necessary to keep the implementation timeline on schedule.
- DHCS is monitoring supply and access concerns for drugs identified in COVID-19 clinical trials for off-label use, and will issue guidance to providers and other partners, as needed, should any supply shortages or access concerns arise.
- DHCS will continue to keep the stakeholder community apprised of any developments relative to COVID-19.



Project Status & Implementation Updates 1

Systems Configuration Phase

- DHCS, in partnership with its contracted vendor, Magellan, has completed the requirements gathering/definition phase and the systems configuration phase of implementation.
- The requirements and configuration applies to many systems and processes including the claims processing system (as well as prior authorization processing), provider payment system, customer service center, web site / electronic portal, etc.
- DHCS has started Stage 1 testing, which includes deployment of an integrated testing environment and interface readiness and connectivity.



Project Status & Implementation Updates 2

Outreach/Noticing Strategies:

- DHCS / Magellan will be gearing up to mail 60- and 90-day beneficiary notices to all approximately 13 million Medi-Cal beneficiaries, starting in October 2020.
- Medi-Cal Managed Care Plans (MCPs) will mail 30-day notices for their respective members, as well as do an outbound call campaign that will be 60-days prior to “go-live” on January 1, 2021.



Project Status & Implementation Updates 3

Outreach/Noticing Strategies, including Related Supports:

- In anticipation of increased call volume and questions that may arise once notices start going out, DHCS is developing call center scripts for use by Medi-Cal Managed Care Plans, DHCS' existing Fee-For-Service (FFS) Fiscal Intermediary (FI) staff, and others.
- This will help to ensure consistent messaging across all of our partner's call centers, as well as to ensure Medi-Cal beneficiaries are directed to the appropriate location for questions relative to Medi-Cal Rx.



Project Status & Implementation Updates 4

Medi-Cal Rx Website & Secure Portals

- DHCS' Medi-Cal Rx website will launch in mid-to-late June (circa June 22nd), and include FAQs, ability to sign up for email subscription services, and general information about Medi-Cal Rx and transition activities.
 - Note: the website will have limited functionality initially, with additional information being added incrementally leading up to January 1, 2021.
- In the fall, various secure portions of the website will also be launched, which will include provider, Medi-Cal Managed Care Plans (MCPs), and beneficiary portals that will house useful tools and resources.



Project Status & Implementation Updates 5

Medi-Cal Rx Training

- In the late summer and fall, DHCS will also produce and/or release the following:
 - August 2020: DHCS will provide information on training schedules and registration instructions.
 - September 2020: Trainings will begin in the Medi-Cal Rx Learning Management System (LMS) for Medi-Cal providers.
 - October 2020: Trainings will begin in the Medi-Cal Rx LMS for Medi-Cal Managed Care Plan (MCP) partners.

Note: Other interested parties will be able to sign up for and take trainings.



Project Status & Implementation Updates 6

Medi-Cal Managed Care Plan (MCP) Clinical Liaisons (CL)

- Medi-Cal Rx will provide a team of dedicated staff at the Customer Service Center 24/7/365 to address clinically-related Medi-Cal Rx issues, and assist with emergent/urgent issues relative to prior authorization (PAs), among other things.
- Medi-Cal Rx's team of MCP CLs will be able to assist with any clinical, pharmacy-related matter, including but not limited to urgent/time-sensitive requests, PA statuses and claims issues, and will have direct access to Registered Pharmacists and a Supervisor.
 - The MCP CLs' primary responsibility is to work directly with the MCPs on clinical pharmacy-related issues to ensure the beneficiaries receive the medications in a timely fashion and based upon the established DHCS Medi-Cal Rx policy.



Pharmacy Transition Policy 1

- DHCS has developed a multi-faceted pharmacy transition policy, inclusive of “grandfathering” previously approved prior authorizations (PAs) from Managed Care and Fee-for-Service, as well as a 120-day period with no PA requirements for existing prescriptions, to help support the Medi-Cal Rx transition.
- During this transition period, Magellan will provide system messaging, reporting and outreach to provide for a smooth transition to Medi-Cal Rx.



Pharmacy Transition Policy 2

- **There are “four buckets” relative to this policy:**
 - 1) **Existing prescriptions without a previously approved prior authorization (PA):** For all Medi-Cal beneficiaries with an existing prescription that did not require a PA as of December 31, 2020, but will otherwise require PA per Medi-Cal Rx policy on or after January 1, 2021, DHCS/Magellan will use paid claims data received from Medi-Cal Managed Care Plans (MCPs) and existing Medi-Cal Fee-For-Service (FFS) Fiscal Intermediary (FI) to “look back” and validate that a prior prescription existed for the applicable medication.



Pharmacy Transition Policy 3

- 2) **Existing prescriptions with a previously approved prior authorization (PA):** For existing prescriptions with a previously approved PA on or before December 31, 2020, DHCS/Magellan will use PA history data to “grandfather” those prescriptions to allow continuation of the PA through its stated duration, e.g., three months, six months, etc., but not to exceed one (1) full year from the original PA start date.



Pharmacy Transition Policy 4

- 3) New prescriptions requiring a prior authorization (PA):** For new prescriptions (i.e., drugs/therapies not previously prescribed to the Medi-Cal beneficiary in either Medi-Cal managed care or fee-for-service) requiring a PA under Medi-Cal Rx, the “grandfather” component would not apply, and the submitting provider would need to submit a PA for review/approval consistent with Medi-Cal Rx policy and based upon medical necessity for each individual patient.
- 4) New prescriptions not requiring a PA:** For new prescriptions not requiring PA under Medi-Cal Rx, these claims are not impacted by this policy, and will be processed and paid by Magellan per Medi-Cal Rx policy, as of January 1, 2021.



Pharmacy Transition Policy 5

- DHCS / Magellan will be engaging in regular post-transitional monitoring supports to help ensure pharmacies, physician prescribers, Medi-Cal Managed Care Plans (MCPs), and other interested parties will have all necessary information to support efforts related to a smooth and effective transition.
 - Providing daily data feeds to the Medi-Cal MCPs inclusive of paid/denied claims, approved/denied prior authorization (PA) information, as well as real-time access through the secure Medi-Cal Rx portal.



Pharmacy Transition Policy 6

- Generating reports to identify movements from non-covered and non-Contract Drug List drugs to monitor progress based upon claims data and Customer Service Center activity.
- Engaging in active and ongoing monitoring review process with Magellan and review/adjust workflows based upon data.
- Generating Medi-Cal Managed Care Plan (MCP) Clinical Liaison (CL) Team status reports (regarding number of prior authorizations (PAs), specific benchmarks, etc.)



Stakeholder Engagement 1

California Children's Services (CCS)

- DHCS understands, and is sensitive to, the special health care needs of the CCS population and is undertaking internal efforts to minimize any disruptions and/or access to care issues relative to Medi-Cal Rx.
- On February 10, 2020, DHCS released a survey to its CCS Advisory Group (AG) members soliciting feedback on potential impacts to the CCS population as a result of the transition to Medi-Cal Rx on January 1, 2021. DHCS conducted a comprehensive analysis of the CCS AG survey responses and reported out preliminary findings at the April 15, 2020 CCS AG meeting.
- On May 29, 2020, DHCS held a dedicated special, CCS-focused stakeholder event to provide more in-depth information, answer questions, and take additional stakeholder feedback relative to Medi-Cal Rx. DHCS provided information on topics, including but not limited to:
 - Project overview and timeline
 - Comprehensive communication plan and strategy
 - Medi-Cal Rx pharmacy transition policy
 - Medi-Cal Rx website and electronic portal



Stakeholder Engagement 2

Behavioral Health(BH)/Substance User Disorder (SUD)

- Recognizing the unique needs of our BH/SUD county partners, DHCS has been working internally to solution and talk though various programmatic concerns/nuances as the team works to implement Medi-Cal Rx.
- In addition to internal work efforts, on April 29, 2020, DHCS hosted a dedicated meeting with BH/SUD county partners to ensure they as well as their provider partners are well equipped and have the needed support to help ensure a successful transition on January 1, 2021.
- DHCS provided information and answered questions on various topics, including but not limited to:
 - Medi-Cal project recap and overview, including scope, roles and responsibilities, and implementation timeline
 - Medi-Cal Rx services and supports, including the finalized Medi-Cal Rx pharmacy transition policy



Stakeholder Engagement 3

- Medi-Cal Rx Managed Care Plan (MCP) Workgroup – *Next meeting July 15, 2020*
- Medi-Cal Rx MCP Technical Sub-Workgroup – *Ongoing/Ad hoc, as needed*
- Medi-Cal Rx All-Plan Report Outs – *First Wednesday of each month*
- Medi-Cal Rx Advisory Workgroup – *Next meeting July 29, 2020*
- Medi-Cal Rx Public Forum – *Next meeting September 22, 2020.*



Stakeholder Engagement 4

- DHCS will continue to provide Medi-Cal Rx updates at various other DHCS meetings and forums, including but not limited to:
 - Medi-Cal Drug Utilization Review Board
 - Medical Directors' Meeting
 - Pharmacy Directors' Meeting
 - California Children's Services Advisory Group
 - Tribal consultations with Tribal Health programs.



Helpful Information & Resources

- For more information about Medi-Cal Rx, please visit DHCS' dedicated Medi-Cal Rx website: [Medi-Cal Rx: Transition](#)
- Medi-Cal Rx [Frequently Asked Questions](#) (FAQs) - additional guidance and clarification to Medi-Cal beneficiaries, providers, plan partners, and other interested parties.
 - *Note: Version 3.0 update is pending publication in June.*
- Medi-Cal Rx [Pharmacy Transition Policy](#) – DHCS' multi-faceted pharmacy transition policy, inclusive of “grandfathering” previously approved prior authorizations (PAs) from managed care and fee-for-service, as well as a 120-day period with no PA requirements for existing prescriptions, to help support the Medi-Cal Rx transition.
- For questions and/or comments regarding Medi-Cal Rx, DHCS invites stakeholders to submit those via email to RxCarveOut@dhcs.ca.gov