



# Medi-Cal Rx

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

### Public Forum

December 9, 2020, 2:00 – 3:00 p.m.

*WebEx Meeting*



# Today's Agenda

- Welcome & Opening Remarks
- Lengthening Transition Time to Medi-Cal Rx
- Transition Supports and Services
- Medi-Cal Rx Outreach & Noticing Strategies
- Ongoing Stakeholder Communication Strategies
- Project Status and Implementation Updates
- Key Project Metrics
- Question & Answer Session



# Lengthening transition time to Medi-Cal Rx

- Given the ongoing uncertainties caused by the unprecedented COVID-19 public health emergency (PHE), DHCS has made the decision to lengthen the transition time to full implementation of Medi-Cal Rx by three months, until April 1, 2021.
- Until April 1, 2021, prescription drugs services will continue to be delivered under the current system for both fee-for-service beneficiaries and those served by Medi-Cal managed care plans (MCP).
  - DHCS is working in partnership with its MCPs to provide additional guidance and clarification relative to this three month period.



# Lengthening transition time to Medi-Cal Rx (Cont.)

- To support the lengthening of the transition time to Medi-Cal Rx to April 1, 2021, DHCS has already begun, or will soon begin to undertake, certain activities, including but not limited to:
  - Sending out a revised beneficiary notice to all 13.5 million individuals via mail in late December 2020.
  - Updating and distributing call center scripts to the Medi-Cal Rx and other impacted call centers.
  - Releasing revised notices/information to providers, MCPs, county mental health/substance use disorder plans, county California Children Services' partners, and other stakeholders.
  - Updating various websites, including Medi-Cal Rx Transition, Medi-Cal Rx, and Health Care Options, and published policy/process documents, such as the Pharmacy Transition Policy, and others.



# Transition Supports and Services

- To more completely support and increase familiarity with Medi-Cal Rx for providers and beneficiaries during this three month period, DHCS and Magellan will launch various Medi-Cal Rx components between January and April 2021 to include the following:
  - Public website - Medi-Cal Rx Pharmacy Locator, Drug Lookup, Medi-Cal Rx Contract Drug List (CDL), Medi-Cal Rx Provider Manuals and Bulletin/Newsflash Articles, and more.
  - Secure Health Plan Portal (for MCPs, as well as other county behavioral health and substance use disorder plans)
  - Secure Provider Portal
  - Secure Beneficiary Portal

Note: On January 1, 2021, not all components of the secure portals will be active, but DHCS is planning future forward to phase-in other transition supports and services.



# Transition Supports and Services (Cont.)

- In addition, DHCS/Magellan will use the extra time to communicate with and provide additional information to key stakeholders, including:
  - Allowing Medi-Cal providers, MCPs, and other stakeholders to register for the Medi-Cal Rx secure portals and participate in comprehensive trainings that ensure greater overall understanding and support operational readiness.
  - Standing up and mobilizing the Medi-Cal Rx Customer Service Center (CSC) in January. For the rest of December, the Medi-Cal Rx CSC line will continue to forward to the Medi-Cal Member Helpline.
    - Starting in January, the Medi-Cal Rx CSC will open to assist beneficiaries, providers, and other stakeholders with transition-related questions.
    - On April 1, 2021, the Medi-Cal Rx CSC will begin handling all pharmacy-related incoming calls, as well as claims and prior authorization submission and related issues.



# Transition Supports and Services(Cont.)

- Lastly, DHCS/Magellan will use the extra time to communicate with and provide additional information to MCPs, including but not limited to:
  - Providing additional time for MCPs to interact with and build rapport with dedicated Medi-Cal Rx clinical liaisons, who will help Magellan build accurate and comprehensive MCP profiles to ensure that the individualized needs of the populations served by each MCP are met.
- Full portal functionality, including claims processing and Prior Authorization components, will be deployed on April 1, 2021, to align with full implementation of Medi-Cal Rx.



# Medi-Cal Rx Outreach & Noticing Strategies

- In addition to the late December beneficiary notice mentioned previously, during the first quarter of 2021, DHCS will send Medi-Cal beneficiaries another reminder notice with more information and tools/resources that may be helpful.
- Medi-Cal MCPs are expected to implement their previously approved outreach campaigns between January 1, 2021 and March 31, 2021. Additionally, MCPs are expected provide a revised 30-day notice that must be received by beneficiaries by March 1, 2021.





# Ongoing Stakeholder Communication Strategies

- DHCS is in the process of revisiting stakeholder engagement strategies and associated timelines, including revising dates/times for some planned sessions and adding additional sessions for key stakeholder groups including but not limited to: this meeting series (Public Forums), MCP Workgroup, All Plan Report Out, Medi-Cal Rx Advisory Workgroup , and more.
- DHCS remains committed to working with its external partners to ensure a smooth and successful transition on April 1, 2021. As needed, DHCS will also continue to host ad hoc, breakout sessions with other key partners at the state and local/county level.
- In addition, DHCS will continue to leverage existing meetings and workgroups (e.g., CCS Advisory Group, Pharmacy Directors, DUR Board, etc.) to provide status updates on implementation efforts and activities related to Medi-Cal Rx.



# Project Status & Implementation Updates

- DHCS/Magellan continue planning and strategy sessions for operational readiness and full implementation of Medi-Cal Rx – including claims and prior authorization administration – on April 1, 2021.
- DHCS/Magellan will continue to encourage provider participation in key Medi-Cal Rx training opportunities between now and April 1, 2021.
- Magellan and DHCS continue to work closely with the MCPs in developing, testing, and implementing the processes for exchanging claim data.
  - Data coming into Magellan to support the Transition Policy
  - Daily data feeds going to the MCPs to support member care coordination



# Key Project Metrics

- **Status of Provider Enrollment:**
  - As of late November, Medi-Cal has enrolled 6,315 (96%) out of 6,581 licensed outpatient pharmacies in California
  - DHCS is continuing to actively conduct outreach activities to identify and enroll pharmacies not currently in Medi-Cal



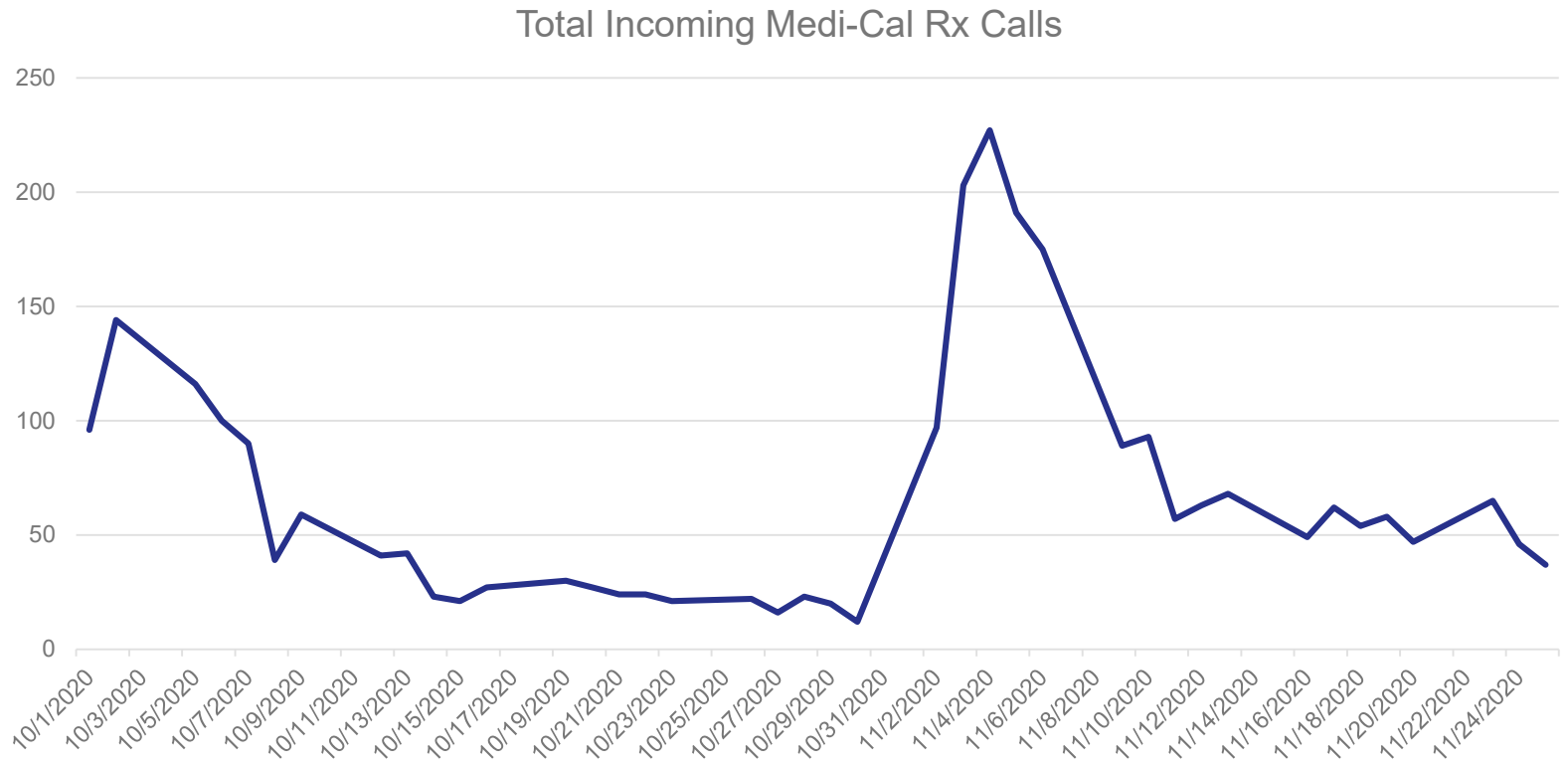
# Key Project Metrics (cont.)

- **Provider Portal Registration and Training:**
  - As of December 1, 3,240 Pharmacies and 708 prescribers have registered.
  - DHCS/Magellan and other stakeholders are continuing targeted efforts to continue increasing these figures.
- **Contract Drug List (CDL) and Managed Care Plan (MCP) Formularies:**
  - In January 2020, DHCS identified the aggregate gap of drugs available on MCP formularies and the CDL.
  - As a product of DHCS' analysis, and in an effort to drive down the total number of required PAs, 81 medications have been added to the CDL since January 2020.
  - DHCS continues to review the CDL, and looks for opportunities to add new medications on a monthly basis.



# Key Project Metrics (cont.)

**Figure 1: Total Medi-Cal Member Helpline Call Volume since October 2020**





# Helpful Information & Resources

- For more information about Medi-Cal Rx, please visit DHCS' dedicated Medi-Cal Rx Transition website: [Medi-Cal Rx: Transition](#)
- The Resources and Reference Materials section contains links to helpful information:
  - Medi-Cal Rx Frequently Asked Questions (FAQs)
  - Medi-Cal Rx Pharmacy Transition Policy
  - Medi-Cal Rx Complaints and Grievances
  - Medi-Cal Rx Website and Pharmacy Portal Policy
  - Medi-Cal Rx Clinical Liaison Policy
  - Medi-Cal Rx Scope
  - Medi-Cal Rx Beneficiary Notice
- Medi-Cal Rx Website: <https://medi-calrx.dhcs.ca.gov/home/>
- For questions and/or comments regarding Medi-Cal Rx, DHCS invites stakeholders to submit those via email to [RxCarveOut@dhcs.ca.gov](mailto:RxCarveOut@dhcs.ca.gov)



# Questions

