

ATTENTION: MEDI-CAL BENEFICIARIES

Important Medi-Cal Pharmacy Benefit Change Starting January 1, 2021

Starting on January 1, 2021, you will be getting your Medi-Cal covered prescriptions through a new State program called **Medi-Cal Rx** instead of your Medi-Cal health plan. The State Department of Health Care Services (DHCS) is working with a new contractor, Magellan, to provide Medi-Cal Rx services.



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 your Medi-Cal health plan uses. Your doctor may need to get approval to refill prescriptions. They may talk to you about changing to a medication that does not require prior approval.



Can I keep using this pharmacy?

Yes! We are a pharmacy in the Medi-Cal Rx network. You can also call the Medi-Cal Rx Help Line (1-800-541-5555, TTY 1-800-430-7077) to find other pharmacies that accept Medi-Cal Rx.



What else is different?

Starting on January 1, 2021, you will need to bring your Medi-Cal Benefits Identification Card (BIC) when you go to the pharmacy. They will use the card to look up your information and give you your medications.

If you did not receive your BIC or it is lost or stolen, you may ask for a BIC from Contra Costa County's Employment and Human Services Department at 1-800-709-8348.



What if I have questions?

Before January 1, 2021

- If you have questions about your medication or other pharmacy services, please call your doctor or your Medi-Cal health plan.
- If you have questions about the letters you have been receiving about Medi-Cal Rx, or have general Medi-Cal Rx questions, contact the Medi-Cal Member Help Line at 1-800-541-5555 Monday – Friday, 8am to 5pm.

On & After January 1, 2021:

- Please call the 24/7 Medi-Cal Rx Call Center Line at 1-800-977-2273 or visit www.Medi-CalRx.dhcs.ca.gov.