



Medi-Cal Rx: Frequently Asked Questions (FAQ) for Your Medi-Cal Prescription Drug Benefit



Starting on January 1, 2022, your prescriptions that are filled at a pharmacy will be covered by **Medi-Cal Rx**. Medi-Cal Rx is a new program provided by the California Department of Health Care Services (DHCS) to help you with your pharmacy needs.

What is changing?

Starting on January 1, 2022, Medi-Cal Rx will be your new prescription drug benefit provider, not the Alliance.

You will need to show your Medi-Cal Benefits Identification Card (BIC) when filling a prescription at the pharmacy.

Will I need to change my medications?

Most members will not have to change their medications.

The approved drug list (formulary) and list of drugs that require prior approval for Medi-Cal Rx may be different than what the Alliance uses. Your doctor will discuss with you if they think you may need to change your medications.

Will I need to change my pharmacy?

Most pharmacies will accept Medi-Cal Rx.

Before January 1, 2022, you can call the Medi-Cal Member Help Line at 800-541-5555 (TTY: 800-430-7077) to ask if your pharmacy will accept Medi-Cal Rx.

If you need help finding a pharmacy on or after January 1, 2022, use the Medi-Cal Rx Pharmacy Locator online at www.medi-calrx.dhcs.ca.gov or call Customer Service at 800-977-2273 (TTY: 711) 24 hours a day, 7 days a week.

How can I receive a Medi-Cal Benefits Identification Card (BIC)?

You should have received your BIC when you first became a Medi-Cal member.

If you did not receive your BIC or it is lost or stolen, you may ask for a replacement BIC for free. Please contact your local county Medi-Cal office.

Merced County Human Services Agency	209-385-3000
Monterey County Department of Social Services	877-410-8823
Santa Cruz County Human Services Department	888-421-8080

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Who do I call for help if I have questions about Medi-Cal Rx?

On or before December 2021, if you have general questions about Medi-Cal Rx, call the Medi-Cal Member Help Line at 800-541-5555 (TTY: 800-430-7077), Monday through Friday, 8 a.m. to 5 p.m.

Starting on January 1, 2022, if you have questions about your prescription drugs or pharmacy benefits, you can call the Medi-Cal Rx Call Center Line at **800-977-2273 (TTY: 711)** 24 hours a day, 7 days a week. Or, for more information, visit the Medi-Cal Rx website at www.medi-calrx.dhcs.ca.gov.

How do I file a complaint if I am not happy with Medi-Cal Rx?

On or after January 1, 2022, if you are not happy with the services Medi-Cal Rx provides, you can file a complaint with Medi-Cal Rx anytime in writing or by phone.

- Visit www.medi-calrx.dhcs.ca.gov
- Call Medi-Cal Rx Customer Service at 800-977-2273

Is Durable Medical Equipment (DME) still covered under the Alliance?

Yes. The Alliance will continue managing your DME benefit.

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www.thealliance.health