



Important Update to Your Medi-Cal Pharmacy Benefit



What is changing?

Starting 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 Department of Health Care Services (DHCS) to help you with your pharmacy needs.

What do I need to do to fill a prescription?

Most Medi-Cal members will be able to use the same pharmacy they do now. If your pharmacy does not work with Medi-Cal Rx, you may need to choose another pharmacy.

Starting on January 1, 2022, you will need to show your Medi-Cal Benefits Identification Card (BIC) when filling a prescription at the pharmacy.

How can I receive a BIC card?

You should have received your BIC when you first became eligible for Medi-Cal benefits. There are two (2) different types of the BIC and either one will work. Below are samples to show you what your BIC will look like:



If you did not receive your BIC or it is lost or stolen, you may ask for a replacement BIC. 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

Questions?

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: Dial 7-1-1)** and a representative from the Medi-Cal Rx team will be able to assist you 7 days a week, 24 hours a day.

Prior to January 1, 2022, you can call the Alliance Member Services Department at 800-700-3874.