Pharmacy Training Checklist

April 22, 2022

This pharmacy provider training checklist is recommended as a way to develop a comprehensive understanding of Medi-Cal Rx and its training opportunities.

☐ Register for the User Administration Console

All Medi-Cal Rx pharmacy providers and their staff are recommended to register for the User Administration Console (UAC) to access the Medi-Cal Rx Secured Provider Portal.

Resources to Assist with UAC Registration

- UAC Quick Start Guide
- YouTube: UAC Tutorial #1 – Start Registration Process
- YouTube: UAC Tutorial #1a – Alternate Address Instructions
- YouTube: UAC Tutorial #2 – Complete Registration
- YouTube: UAC Tutorial #3 – Granting Access for Yourself and Staff
- Navigating the Medi-Cal Rx Web Portal Flyer
- Getting Started with Medi-Cal Rx Flyer

☐ Sign Up for the Medi-Cal Rx Subscription Service

The free Medi-Cal Rx Subscription Service (MCRxSS) keeps you up to date on the latest Medi-Cal Rx Bulletins & News. Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx Provider Portal.
☐ Request a Saba℠ Learning Management System Training Session

The Saba℠ Learning Management System (LMS) is a one-stop shop for Medi-Cal Rx pharmacy providers seeking Education & Outreach (E&O) training. Refer to the Medi-Cal Rx Saba℠ Provider Job Aid for detailed instruction to navigate and access Saba℠. To enroll for trainings in Saba℠, UAC registration is required, and you must be granted the Saba℠ LMS role. To avoid issues loading Saba℠ content, use the Google web browser.

☐ Participate in the Medi-Cal Rx 101 Training

This training is intended to give pharmacy providers an overview of the Medi-Cal Rx transition and the resources that are available on the Medi-Cal Rx Provider Portal. Topics that will be covered in this training include what has changed, and a high-level overview of claims and prior authorization (PA) submissions. Instructor-led training sessions can be found in the Saba℠ Training Calendar. Pre-recorded trainings are available on the Medi-Cal Rx YouTube Channel.

☐ Participate in PA Training

A PA requires providers to obtain approval before rendering certain services such as prescriptions. This training will be intended for pharmacy providers and prescribers that plan to use the Medi-Cal Rx Secured Provider Portal to submit PAs. Pre-recorded trainings are available in the Saba℠ Learning Catalogue and on the Medi-Cal Rx YouTube Channel.

Prior Authorization Resources

- Medi-Cal Rx Prior Authorization (PA) Job Aid
- Prior Authorization (PA) Form (DHCS 6560)
- Medi-Cal Rx Contract Drugs List
- Medi-Cal Rx Options for PA Submission Guide
- PA Case Review Process Flyer
- Medi-Cal Rx Approved NDC List
☐ Participate in the Web Claims Submission Training

This training will give providers an overview of the Medi-Cal Rx Web Claims Submission system. Providers currently using a POS system to process prescription claims can continue to submit web claims via this channel. Pre-recorded trainings are available in the Saba℠ learning catalogue and on the Medi-Cal Rx YouTube Channel.

Claims Resources

- Medi-Cal Rx Web Claims Submission (WCS) User Guide
- Medi-Cal Rx Provider Claim Inquiry Form (DHCS 6570)
- Medi-Cal Rx Finance Portal Job Aid
- Medi-Cal Rx NCPDP Payer Specification Sheet
- NCPDP Reject/Error Codes
- Billing Tips – Web Version
- Medicare Remit Easy Print Software for EDI 835 Files
- Claim Submission Reminders
- Medi-Cal Rx Compound Claim Processing Billing Tips

Additional Resources

- Medi-Cal Rx Provider Manual
- Medi-Cal Rx Contact Information
- Customer Service Center (CSC) Main Menu Prompt Options Flyer

Contact Information

- You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.
  - Hearing-impaired callers can select option 7 for TTY.
- For training support, contact a Pharmacy Service Representative (PSR) at MediCalRxEducationOutreach@magellanhealth.com.