



Medi-Cal Rx

Reminder: Establishing Medical Necessity

February 14, 2023; Last Updated June 3, 2025

What Pharmacy Providers and Prescribers Need to Know

Medi-Cal Rx would like to remind pharmacy providers and prescribers to review the [Contract Drugs & Covered Product Lists](#) page on the [Medi-Cal Rx Web Portal](#) to reduce the necessity for prior authorization (PA) request submission. If covered therapies are not appropriate and a PA request must be submitted to Medi-Cal Rx, pharmacy providers and prescribers should complete all required fields and provide relevant clinical information on PA requests to establish medical necessity. For additional information regarding PA request submissions, refer to the alert titled [Prior Authorization Submission Reminders](#).

What Pharmacy Providers and Prescribers Need to Do

When it is necessary to submit a PA request to Medi-Cal Rx, pharmacy providers and prescribers should include the following information to support clinical justification:

- Drug name, strength, and dose
- Clarification if substitution is permissible
- Quantity/days' supply
- Diagnosis/diagnoses
- Other products tried and considered
 - **Note:** The reason(s) why those products do not meet the needs of the member must be provided.
- Contraindications and allergies
- Chart notes/Lab reports
- Supporting literature, compendia, or treatment guidelines
 - **Note:** It is recommended that pharmacy providers and prescribers provide this information when submitting PA requests for off-label use or quantities that exceed U.S. Food and Drug Administration (FDA) approved dosing guidelines.

Pharmacy providers and prescribers are responsible for providing all clinically relevant information when submitting a PA request to help establish medical necessity.

Resources

To review covered therapies that may not require a PA, refer to the following resources:

- [Contract Drugs & Covered Products Lists](#)
- [Medi-Cal Rx Approved NDC List](#)
- Prescribers: Refer to your ePrescribing application.

For assistance with submitting PAs, refer to the following resources:

- [Medi-Cal Rx Portal Prior Authorization Job Aid](#)
- [Medi-Cal Rx Provider Manual](#)

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.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@primetherapeutics.com.