



Pharmacy Training Checklist

April 22, 2022; Updated April 5, 2024

This pharmacy training checklist is recommended as a way to develop a comprehensive understanding of Medi-Cal Rx and its training opportunities. It is recommended that providers review the information below after enrolling in Provider Application and Validation for Enrollment (PAVE). For more information about PAVE, refer to the alert [Medi-Cal Enrollment for Ordering, Referring, Prescribing Providers](#).

☐ 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

- [User Administration Console \(UAC\) Quick Start Guide](#)
- Medi-Cal Rx YouTube Channel: [UAC Tutorials Playlist](#)
- [Medi-Cal Rx Web Portal Flyer](#)
- [UAC: 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](#).

☐ Review the Cornerstone Learning Management System

The Cornerstone Learning Management System (LMS) is a one-stop shop for pharmacy providers seeking training about Medi-Cal Rx. Refer to the [Medi-Cal Rx Cornerstone Provider Job Aid](#) for detailed instructions to navigate and access Cornerstone. UAC registration is required to enroll for trainings accessible via Cornerstone. Providers must be assigned the Cornerstone LMS privilege/role. To avoid issues loading Cornerstone content, use the Google Chrome web browser.

☐ Watch the Medi-Cal Rx 101 Webinar

This webinar provides an overview of the Medi-Cal Rx transition and the resources that are available on the [Medi-Cal Rx Provider Portal](#). Topics include what has changed with Medi-Cal Rx transition and a high-level overview of claims and prior authorization (PA) request submissions. Pre-recorded trainings are available on the [Medi-Cal Rx YouTube Channel](#).

☐ Review PA Request Training Resources

A PA request requires providers to obtain approval before rendering certain services such as prescriptions. This training is intended for pharmacy providers and prescribers that plan to use the Medi-Cal Rx Secured Provider Portal to submit PA requests. Pre-recorded trainings are available on the [Medi-Cal Rx YouTube Channel](#).

PA Request Resources

- [Medi-Cal Rx Portal Prior Authorization Request Job Aid](#)
- [Medi-Cal Rx Prior Authorization Request Form \(DHCS 6560\)](#)
- [Medi-Cal Rx Contract Drugs Lists](#)
- [Five Ways to Submit a Prior Authorization Request Flyer](#)
- [Prior Authorization Case Review Process Flyer](#)
- [Medi-Cal Rx Approved NDC List](#)

☐ Participate in the Web Claims Submission Training

This training delivers an overview of the Medi-Cal Rx Web Claims Submission system. Providers currently using a point-of-sale (POS) system to process prescription claims can continue to submit web claims via this channel. Pre-recorded trainings are available on the [Medi-Cal Rx YouTube Channel](#).

Claims Resources

- [Medi-Cal Rx Web Claims Submission User Guide](#)
- [Provider Claim Inquiry Form \(CIF\) \(DHCS 6570\)](#)
- [Medi-Cal Rx Finance Portal Job Aid](#)
- [NCPDP Payer Specification Sheet](#)
- [Medi-Cal Rx Provider Manual – Appendix D – NCPDP Reject Codes](#)
- [Medi-Cal Rx Billing Tips](#)
- [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 Flyer](#)
- [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.

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