



Important Update: Continuous Glucose Monitoring (CGM) Devices

Alameda Alliance for Health (Alliance) values our provider partner community and appreciates all of your hard work to protect the health and wellbeing of our members. We have an important update that we would like to share with you.

Starting Thursday, September 1, 2022, Alliance members who require Continuous Glucose Monitoring (CGM) devices will need prior authorization (PA) from the responsible entity.

Member Line of Business	Diagnosis	Submit PA Request To
Medi-Cal	Type 1 Diabetes	Medi-Cal Rx
	Type 2 Diabetes	California Home Medical Equipment (CHME)
Group Care	Type 1 & Type 2 Diabetes	California Home Medical Equipment (CHME)

How to submit a PA for Medi-Cal Members to Medi-Cal Rx

The PA request can be submitted using any of the five (5) ways below:

- Medi-Cal Rx Secure Portal:** The PA system information and forms will be available on the Medi-Cal Rx site at www.medi-calrx.dhcs.ca.gov.

Providers can check on the status of requests on the Medi-Cal Rx Provider Portal or call the Medi-Cal Rx Call Center Line toll-free at **1.800.977.2273**.

For more information, please refer to the Covered Therapeutic Continuous Glucose Monitoring (CGM) Systems at www.medi-calrx.dhcs.ca.gov/provider/forms.
- CoverMyMeds:** Providers who already have access can use the CoverMyMeds platform to submit PAs. To create a new account, please visit the CoverMyMeds website at www.covermymeds.com.
- NCPDP P4:** To access the Prior Authorization Request Only (P4) Payer Sheet Template, please refer to the handout at https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/forms-and-information/Fl_Medi-Cal_Rx_Payer_Specifications.pdf.
- Fax:** Effective **Saturday, January 1, 2022**, PA requests and attachments can be faxed to **1.800.869.4325**.

5. **Mail:** Send PA requests and records by mail to:

Medi-Cal Rx Customer Service Center.
Attn: PA Request
PO Box 730
Sacramento, CA 95741-0730

For questions, please contact Medi-Cal Rx toll-free at **1.800.977.2273**

Submitting a PA for Alliance Group Care & Medi-Cal Members to California Home Medical Equipment (CHME)

For Alliance Group Care and Medi-Cal members with type 2 diabetes, please continue to submit PA requests to **CHME** through secure email at **orders@chme.org** or fax to **1.650.931.8928**.

PA requests are reviewed using medical necessity guidelines. To download the form, please visit the Alliance website at **www.alamedaalliance.org/providers/ancillary-network/durable-medical-equipment-dme**.

If you have any questions, please call the Alliance Provider Services Department at **1.510.747.4510**.

Thank you for your continued partnership and for providing high-quality care to our members and the community.

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Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org