ALAMEDA Alliance FOR HEALTH

Important Update: Continuous Glucose Monitoring (CGM) Devices and Supplies Covered by Medi-Cal Rx

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

Starting Monday, July 1, 2024, Alliance Medi-Cal members who require Continuous Glucose Monitoring (CGM) devices and supplies will need a prior authorization (PA) from Medi-Cal Rx.

Member Line of Business	Submit PA Request To
Medi-Cal	Medi-Cal Rx
Group Care	California Home Medical Equipment (CHME)

Medi-Cal: 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:

1. **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 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**.

2. **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**.

3. **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/FI_Medi-Cal_Rx_Payer_Specifications.pdf**.

4. **Fax:** Starting **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 call Medi-Cal Rx toll-free at **1.800.977.2273** or refer to the Medi-Cal Rx Provider Manual for coverage criteria and the list of covered products.

How to Find the Medi-Cal Rx Provider Manual?

Visit the Medi-Cal Rx website at **https://medi-calrx.dhcs.ca.gov/provider/forms** and select **Provider Manual**.

How to Find What CGM Devices Are Covered?

A list of contracted CGM devices can be found on the Medi-Cal Rx website at **https://medi-calrx.dhcs.ca.gov/provider/forms** and select **Covered Products Lists**.

Group Care: How to submit a PA Request to CHME

For Alliance Group Care members, 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**.

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

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

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