



**Health Net**<sup>®</sup>  
COMMUNITY SOLUTIONS

# PHARMACY UPDATE

December 5, 2017

UPDATE #17-011

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## New Prescription Drug Prior Authorization or Step Therapy Exception Request Form

**This update applies to:**

**State:**

California

**Line of business:**

Medi-Cal

**PHARMACY  
INQUIRIES ONLY:**

**Caremark  
Claims Processing**

Medi-Cal

1-800-600-0180

\*For optimal service, this telephone number is for pharmacy use only.

**MEMBER INQUIRIES:**

Refer all member inquiries to the appropriate Customer Service phone number listed on their ID card.

The Department of Managed Health Care (DMHC) has distributed a new Prescription Drug Prior Authorization or Step Therapy Exception Request Form, also referred to as Form 61-211. The new form must be used by all California health care service plans, insurers and prescribing providers. A copy of Form 61-211 is attached.

Providers must use the new **Prescription Drug Prior Authorization or Step Therapy Exception Request Form** for members with prescription medication benefits enrolled in Medi-Cal plans. The form must be completed and submitted for all prior authorization prescription requests.

Beginning January 1, 2018, providers must submit prior authorization or step therapy exception requests on the new form or the request will be rejected. After January 1, 2018, the previous version of the Prescription Drug Prior Authorization Request Form (referred to as the SB866 form) will no longer be accepted.

### SUBMITTING REQUESTS

All form fields must be completed in order for Health Net to process the request for authorization. Submit the completed Prescription Drug Prior Authorization or Step Therapy Exception Request Form to Health Net's pharmacy benefit manager (PBM) via secure fax to 1-800-977-8226. Providers will receive a fax response to requests.

### ADDITIONAL INFORMATION

- Members with questions may call 1-800-675-6110 for Health Net, 1-888-893-1569 for CalViva Health, or 1-800-867-6564 for Molina Healthcare (Inland Empire).
- If you have questions regarding the information in this update call the Health Net Medi-Cal Pharmacy Department at 1-800-867-6564.
- For prior authorization requests call Health Net at 1-800-867-6564, or fax a Prior Authorization form to 1-800-977-8226.
- Providers and Pharmacies may call 1-800-977-8226 to request a faxed copy of the prior authorization and step therapy exception form.

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