

**Question:**

We are getting inquiries on where individuals should be filling their prescriptions when their pharmacy is not operational or impacted by fires. What communications has been disseminated on this issue? Is the department hearing from members? Would appreciate any info.

**Answer:**

Medi-Cal members can go to any Medi-Cal enrolled pharmacy. System emergency overrides have been activated for Medi-Cal members in pharmacies in the impacted counties to allow the bypassing of specific pharmacy claim submission edits (i.e. early refill, duplicate fill, etc). Additionally, point of sale overrides will also be conducted by Medi-Cal Rx Call Center representatives in the event the claim is rejecting for any reject codes. A Medi-Cal Rx alert informing pharmacy providers of Medi-Cal Rx's State of Emergency response will be disseminated shortly on the Medi-Cal Rx [page](#).

To date, the Medi-Cal Rx Call Center has received a few calls pertaining to the emergency fill process and is expecting higher call volume as members settle into their new area. To assist displaced members, the Medi-Cal Rx Call Center Team has been provided with links to an emergency pharmacy locator [Rx Open 3.0 - Healthcare Ready](#). Call Center Representatives can use this resource to help members in locating a pharmacy in the areas where they've been evacuated to.

Additionally, the Board of Pharmacy (BOP) has provided guidance and flexibilities, waiving requirements that may be impossible to meet during an emergency; this includes requirements for prescription forms, record-keeping, labeling and other standard pharmacy practices and duties - [https://www.pharmacy.ca.gov/licensees/state\\_of\\_emergency\\_la.pdf](https://www.pharmacy.ca.gov/licensees/state_of_emergency_la.pdf). DHCS will share this BOP guidance with the Medi-Cal Rx Call Center to ensure awareness and alignment in communication with our Medi-Cal members.