



Milton Teske, M.D.
Health Officer



To promote and protect the health and well-being of Kings County residents through education, prevention, and intervention.

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Due to recent State changes in the prescription process for CCS and Medi-Cal recipients, CCS is no longer receiving or processing pharmacy authorizations or prescriptions. All prescriptions are now being sent to Medi-Cal Rx for review and authorization. All pharmacies are aware of this change. For any questions regarding your prescriptions, CCS has been directed to refer all clients and pharmacy staff to the Customer Service line for Medi-Cal Rx at 1-800-977-2273, and press 1 for beneficiaries. Please have your Medi-Cal BIC card handy. You will be given an option to speak to someone in Spanish, also. Medi-Cal Rx is available 24 hours per day, 365 days per year.

Also, the Kings County Department of Public Health also has a new website, located at www.kcdph.com. The CCS information page is located under the Nursing division tab, where you will find important links and updates about all public health programs. As always, if you have any CCS questions, you may reach out to us at the local CCS office (559-852-4693.) We are happy to assist you.

Nombre
Dirección
Fecha

Debido a los reciente cambios del estado tocante el proceso de recetas para CCS y destinatarios de Medi-cal, CCS ya no estarán recibiendo o procesando autorizaciones de farmacia o recetas. Todas las recetas son ahora enviados a Medi-Cal Rx para revisión y autorización. Todas las farmacias estan conscientes de este cambio. Para cualquier pregunta tocante su receta, CCS ha sido dirigido a referir todos los clientes y personal de farmacia a la línea de atención al cliente para Medi-Cal Rx al 1-800-977-2273, y oprime el 1 para beneficiarios. Por favor tenga su tarjeta Medi-Cal a la mano. Se le dará la opción de hablar con alguien en Español. Medi-Cal Rx esta disponible las 24 horas al día, los 362 días por año.

Tambien, el Departamento de Salud Público del Condado de Kings tiene un sitio web nuevo, localizado en www.kcdph.com. La página de información de CCS esta localizado bajo la pestaña de división de enfermería, donde usted encontrará sitios importantes y revisados de todos los programas de salud público. Como siempre, si tiene cualquier pregunta para CCS, puede llamar a nuestra oficina local de CCS al (559-852-4693). Estamos encantados de ayudarle.



Customer Service Center (CSC) Main Menu Prompt Options

Medi-Cal Rx Toll Free Number: 1-800-977-2273

Voice Prompt: Please select from the following menu:

- Press or say **1** For **Beneficiary** support
- Press or say **2** For **Pharmacy** support
- Press or say **3** For **Prescriber** support
- Press or say **4** If you are an authorized representative from a **Managed Care Plan**
- Press or say **7** If you are a **TTY** Caller
- Press or say **8** For all **Other** calls

Secondary Menu Prompt Options

If Option 2 – Pharmacy Support is Selected

Enter **Pharmacy NPI** – Pharmacy Authentication

- Press **1** For **Rejected Claim Inquiry**
Enter Rx# System will provide information about the rejected claim

Hang Up If call **complete**
Stay on the line To **speak with agent** with an option for callback or voicemail

- Press **2** or silent For **Other Inquiry**
- Press **1** For inquiry about **Beneficiary**
Enter first 8 digits of Cardholder ID & DOB Beneficiary Authentication then route to agent with an option for callback or voicemail
- Press **2** For **Other**, inquiry call will route to agent with an option for a callback and voicemail

If Option 3 – Prescriber Support is Selected

Enter **Prescriber NPI** – Prescriber Authentication

- Press **1** For inquiry about **Beneficiary**
Enter first 8 digits of Cardholder ID & DOB Beneficiary Authentication then route to agent with an option for callback and voicemail
- Press **2** For **Other**, inquiry call will route to agent with an option for a callback and voicemail