

Provider Notice

Notice of Change to Molina Complete Care Pharmacy Benefits Manager

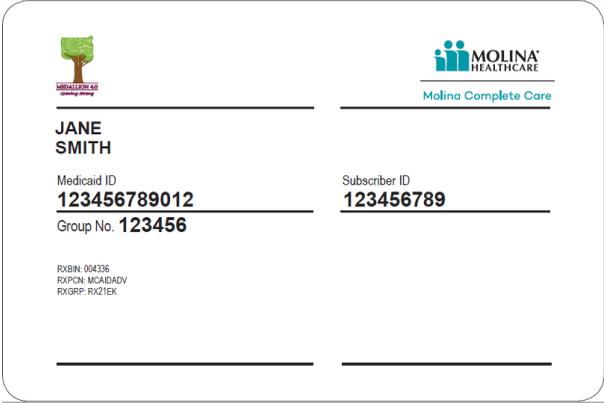
On January 1, 2022, Molina Complete Care (MCC) will be switching our pharmacy benefits manager (PBM) to CVS/Caremark™. CVS/Caremark is one of the largest PBMs with first-in-class pharmacy services and the capacity to help provide your pharmacy benefit needs. We are switching to better serve you and improve your overall pharmacy experience.

What's staying the same?

Don't worry, there will be little or no impact for most providers and members. All medications and service authorization requirements included on the Virginia Medicaid Preferred Drug List (PDL)/Common Core Formulary will not change.

What's changing?

We're excited about the positive changes you'll see with CVS/Caremark™. Remember, these changes will go into effect January 1, 2022 and are for the Medicaid plans, Commonwealth Coordinated Care Plus (CCC Plus) and Medallion 4.0.

1/1/22 changes	MCC DMAS Medicaid plan
ID card (example)	<p>Please note that member ID cards for CCC Plus and Medallion 4.0 members will all have new pharmacy processing information (RXGROUP, BIN, and PCN) in the bottom left corner. This information will need to be updated by your member's respective pharmacy and there is nothing you need to do regarding this change.</p> <div data-bbox="635 1302 1239 1705" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div>
Retail Pharmacy Network	<p>MCC will be using the Advanced Choice CVS/Caremark™ pharmacy network which does not include Walgreens pharmacies. This network meets Virginia time and distance requirements, so members can find pharmacies close to home that may be used. Members will receive a letter from MCC identifying in-network pharmacies close to home.</p>

Specialty Pharmacy Network	MCC will be using the Advanced Choice CVS/Caremark™ pharmacy network which includes CVS Specialty Pharmacy as our preferred specialty pharmacy. CVS Specialty Pharmacy will work with you and your members to get prescriptions transferred to avoid medication access issues.
Formulary	There will be no change to medications and service authorization requirements for those medications included on the Virginia Medicaid Preferred Drug List (PDL)/Common Core Formulary. For other medications, some members may have changes to preferred medications and service authorization requirements. We'll send any members impacted a Negative Formulary Change letter in November.
Website	www.MCCofVA.com
Phone lines *No change	<p>Our phone lines for Member Services and Customer Care will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.</p> <p>Our phone numbers are:</p> <ul style="list-style-type: none"> • CCC Plus: 1-800-424-4524 (TTY 711) • Medallion 4.0: 1-800-424-4518 (TTY 711)
Fax number for pharmacy service authorizations	<p>The Molina UM Pharmacy team will review service authorization requests for all medications.</p> <ul style="list-style-type: none"> • Outpatient (e.g., retail, mail order, specialty) prescriptions: 1-844-278-5731 • HCPCS (e.g., JCode) medications: 1-844-278-5731 <p>Service authorization forms may be obtained at https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx.</p>