



New pharmacy prior authorization fax number and new Provider Services phone number

Anthem Blue Cross (Anthem) is streamlining its pharmacy intake and prior authorization (PA) process for its Medi-Cal Managed Care (Medi-Cal) members. Effective November 4 2018, please use the below fax number to submit all Anthem pharmacy PA requests for prescription drugs:

PA for prescription drugs: 1-844-474-3345

To ensure a seamless transition, please update your records immediately and discontinue the use of previous pharmacy PA fax numbers for prescription drugs.

In addition to the new PA fax number, effective November 4, 2018, there will also be a new Provider Services phone number that you can call for pharmacy PA-related questions:
1-844-410-0746.

For more information about this update, you can call one of our Medi-Cal Customer Care Centers at:

- **1-800-407-4627** (outside L.A. County)
- **1-888-285-7801** (inside L.A. County)

<https://mediproviders.anthem.com/ca>

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