Section F: Medical Request Forms (MRFs) Process

CenCal Health has contracted with a Pharmacy Benefit Manager (PBM), MedImpact Healthcare Systems (MedImpact), to assist in the administration of the pharmacy management program including prior authorization requests. Every effort is made to process each MRF upon the initial submission.

Prescriptions for the following require a Medical Request Form (MRF):

- All non-formulary medications
- Brand name drugs when an equivalent generic is available except for those drugs listed as exemptions
- Drugs not meeting the Code 1 restriction or Step Therapy criteria
- Drugs exceeding the member age, dosing limit, quantity or duration of treatment dispensing limits.

MedImpact reviews MRFs who will approve, deny, or defer the request for more information. Under the direction of a clinical pharmacist, all MRFs that lack acceptable medical justification for the intended use of the drug will be denied.

F1: Medical Request Forms (MRFs)

CenCal Health utilizes the Medical Request Form (MRF). A copy of a MRF can be found in the Pharmacy section of the CenCal Health website at: www.cencalhealth.org. Providers may obtain MRFs by contacting CenCal Health at (800) 421-2560 extension 1080 or (805) 562-1080.

Providers who have questions regarding the MRF process may contact CenCal Health at (800) 421-2560 extension 1080 or (805) 562-1080.
F2: MRF Submission
MRFs are required to be completed by the prescriber and faxed to CenCal Health at (805) 685-7781. Please submit only one drug per MRF. Please fill the form out in its entirety. Required member information includes member’s name, Member ID#, birth date, address and phone number, member Medicare eligibility and status.

- Required prescriber information includes: prescriber name, specialty, phone and fax numbers, DEA, NPI, address, and pharmacy name and fax number.

Under the heading of Requested Medication Information, include the drug name and strength, dosing schedule, diagnosis, estimated length of drug therapy, and diagnosis codes as well as fill in the retroactive request box if appropriate. If the request is retroactive, include the date and the reason for the retroactive request. In the following sections, explain why this drug is being requested and include previous medications tried; please be specific and thorough. Directly below is the space for the Prescriber’s signature, please include the date in the box indicated after the signature.

F3: Timely Submission of MRFs
All MRFs must be received at CenCal Health within fifteen (15) business days after the requested start date of service.

F4: Retroactive MRFs
Retroactive MRFs received after fifteen (15) business days of the requested date of service may be considered for review only under the following conditions:

- When certification of the member’s eligibility by the appropriate entity was delayed,
- When other coverage (e.g. Medicare or other health insurance) denied payment of a claim for services, or
- When a member did not identify himself/herself to the provider as a CenCal Health member by deliberate concealment or because of physical or mental incapacity to identity himself/herself.

If a member has obtained retroactive eligibility, CenCal Health must receive the MRF within sixty- (60) days of the member obtaining eligibility.

F5: Provider Notification of MRF Action
Inquiries regarding the status of a MRF may be directed to MedImpact at (800) 788-2949.
F6: Approved MRFs
The approved MRF is entered into the MedImpact system and faxed back to the Provider. The prescriber is responsible for notifying either the patient or the pharmacy filling the prescription so that the member can receive his or her medication in a timely manner.

F7: Denied MRFs
Written notification of a denied MRF that lacks medical justification for the intended use of the drug or a MRF deferred for more than fourteen (14) calendar days will be sent to the member and the prescribing physician within twenty-four (24) hours from the time of the decision. The Primary Care Provider (PCP), if different from the prescriber, will also be sent written notification of the denied MRF within twenty-four (24) hours from the time of the decision. If a pharmacy has been involved in the MRF process, the pharmacy will also be sent written notification of the denied MRF within twenty-four (24) hours from the time of the decision. The denied MRF will include the reason for the denial and information about the appeals process.

F8: Emergency After Hours Authorizations
CenCal Health members may receive emergency authorizations outside of CenCal Health’s normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m. PST) including weekends and holidays. MedImpact may authorize up to a five (5)-day supply of non-formulary medication, pending further authorization by CenCal Health. In an emergency, when authorization is not possible, CenCal Health will authorize a retroactive MRF allowing the pharmacy to dispense up to a seventy-two (72) hour supply of a non-formulary drug.

F9: MRF Completion
The MRF completion procedure allows only one drug per MRF.

Providers who have questions regarding the MRF process may contact CenCal Health at (800) 421-2560 extension 1080 or (805) 562-1080.

F10: Appeal of a Medical Request Form (MRF)
Please refer to Section 8, Provider Grievance System, of this manual for information.