

[Name]
[Address]
[Address]
[City], [State] [ZIP]

[Month] [DD], 20XX

RE: IMPORTANT PLAN INFORMATION

Dear Medi-Cal Member,

Due to the 2025-26 State budget, your Medi-Cal Rx coverage will change on January 1, 2026. Medi-Cal Rx now requires an approval called a prior authorization (PA) based on medical necessity from your doctor for some drugs. This change is for drugs that used to be covered by Medi-Cal Rx that did not need a PA.

What do I need to know?

Starting January 1, 2026, the drugs listed below will require a PA from your doctor. If you use or begin using any of these drugs, your doctor will need to submit a PA for continued use of the drug.

What drugs are impacted?

Drugs that will require a PA from your doctor include:

- Chlorpromazine (single-use containers and vials)
- Fluphenazine (vials)
- Haloperidol decanoate (single-use containers)
- Haloperidol lactate (single-use containers, vials, and syringes)
- Timolol maleate (eye gel-solution)
- Timolol maleate (eye solution)
- Bimatoprost (eye drops)
- Adhansia XR (capsules)

What do I need to do?

There may be other drug options covered by Medi-Cal Rx that do not need a PA. You should consult your doctor about other options. If it is determined that you should stay on your current drug, your doctor will need to submit a PA to Medi-Cal Rx.

What if I am denied coverage?

Medi-Cal members have the right to a State Hearing. Medi-Cal members taking one or more of the drugs above on or before January 1, 2026, can submit a written appeal to the Department of Social Services (CDSS) for a hearing before January 1, 2026. These members will continue to receive the drugs pending a hearing decision until the earlier of:

- The end of the period covered by their current PA;
- The date a hearing decision is rendered; or
- The date on which the hearing is otherwise withdrawn or closed.

A State Hearing may be requested by contacting CDSS, State Hearings Division:

State Hearings
P.O. Box 944243, MS 21-37
Sacramento, CA 94244-2430

Toll Free: 1-800-743-8525 or 1-855-795-0634
Fax: 1-833-281-0905

Please see <https://www.cdss.ca.gov/hearing-requests> for more information.

What if I have questions?

Medi-Cal Rx is here to help. You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273. The CSC is available 24 hours a day, 7 days a week, 365 days a year. You can also send us an email or start a secure chat. Please see <https://medi-calrx.dhcs.ca.gov/home/contact/> for more information.

Sincerely,

California Department of Health Care Services