

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH

**Office of the Discipline Chiefs
Pharmacy Services
550 S. Vermont Ave., Suite 903
Los Angeles, CA 90020**



Pharmacy Services/PBM Contacts

Susana Sou, PharmD, MHA, BCPS Pharmacy Services Chief
Hermelinda Romo-Salas, Secretary
Pharmacy Services: (213) 738-4725
Pharmacy Services Fax: (213) 637-2550
pharmacy@dmh.lacounty.gov

Name	Service	Phone Number
Susana Sou	Pharmacy Services Chief/Manager	(213) 738-4725
Amy Lee Pharmacist	Clinical Questions PA Questions/Decisions Clinical Reports/Monthly Snapshot Formulary Updates Pharmacy Bulletin	(213) 738-4861
Hendra Hendrawan Pharmacy Technician	Warehouse Inventory On-site drug testing kit ordering and inventory Acuity Scheduling Prescription Pad Orders	(213) 738-2060
Joshua Severe	Interim Laboratory Services Contract, Reports & Data	(213) 639-6326
Cecilia Garcia, PBM Contract Lead	Contract Administration & Oversight OrderConnect IT Issues (via HEAT Ticket)	(213) 738-4730
Katie Lam, Acct. Systems Tech.	PBM Invoicing, Chargebacks and Appeals	(213) 351-6688
Tara Nixon	Client Eligibility Pharmacy ID Cards	(213) 351-6683

DMH Pharmacy Services Web Page

dmh.lacounty.gov/wps/portal/dmh/clinical_tools/clinical_pharmacy

DMH Prescription Pad Orders

PrescriptionRequest@dmh.lacounty.gov

Magellan's LACDMH Pharmacy Directory

http://file.lacounty.gov/sdsinter/dmh/1024540_magellan_lacdmh_pharmacy_network.pdf

To request uninsured client is added to DMH Client Eligibility list for DMH Pharmacy Services, DMH Juvenile Justice Mental Health Programs, Psychiatric Diversion Programs (hospitals), and IMDs **ONLY**:
pharmacyeligibility@dmh.lacounty.gov

Magellan's Customer Service Call Center (staffed 24 hours a day, 7 days per week)

LACDMH Client Call Services (800) 424-6623

LACDMH Staff, Pharmacy, and Prescribers Customer Call Center (800) 424-6811

LACDMH Pharmacy Call Center Fax (800) 424-7385

Pharmacy Services Hours

General Inquiries: Monday-Friday 7am-5pm

Clinic stock medication pick-up/drop-off: *By appointment only* via [Acuity Scheduling](#)