

**Pharmacy Services/PBM Contacts**

Christy Doan, Pharm.D., MBA, Interim Pharmacy Services Chief

Hermelinda Romo-Salas, Secretary

Pharmacy Services: (213) 738-4725

Pharmacy Services Fax: (213) 637-2550

[pharmacy@dmh.lacounty.gov](mailto:pharmacy@dmh.lacounty.gov)

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| **Name** | **Service** | **Phone Number** |
| Christy Doan | Interim Pharmacy 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 | (213) 738-2060 |
| Leticia Flores | Pharmacy Administration Staff Supervisor | (213) 738-4858 |
| Cecilia Garcia, PBM Contract Lead | Contract Administration & Oversight  IT Issues (via HEAT Ticket) | (213) 351-6688 |
| Tanisha Thomas,  Laboratory Contract Lead | Laboratory Services Contract, Reports & Data  OrderConnect  Prescription Pad Orders | (213) 738-4730 |
| Katie Lam, Acct. Systems Tech. | PBM Invoicing, Chargebacks and Appeals | (213) 351-6683 |
| Robert Flores | Client Eligibility  Pharmacy ID Cards | (213) 351-5095 |

**DMH Pharmacy Services Web Page**

[dmh.lacounty.gov/wps/portal/dmh/clinical\_tools/clinical\_pharmacy](http://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 for, DMH Juvenile Justice Mental Health Programs, Psychiatric Diversion Programs (hospitals), and IMDs **ONLY**:

[pharmacyeligibility@dmh.lacounty.gov](mailto: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](https://app.acuityscheduling.com/schedule.php?owner=14099919)