Medi-Cal Rx Beneficiaries Frequently Asked Questions

Version 2.0

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Communication Channels

1. **How can I [contact](#) Medi-Cal Rx?**

    *   **By Phone:** You can call the Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.

    *   **By Message:** You can send a secured message by registering and logging in or send an unsecured message without registering.

        *   [Beneficiaries](#)

        *   [Providers](#)

    *   **By Chat:** Click **Chat** on the [Contact Us](#) page.

2. **Where can I find out more information about Medi-Cal Rx?**

    *   Visit the [Medi-Cal Rx Web Portal](#). The following additional resources for beneficiaries are located on the [Forms & Information](#) page within the Beneficiary Portal:

        *   Forms

        *   Letters

        *   Covered Products Lists

        *   Complaints & Grievances

    *   There are also a variety of informational and educational resources available in other areas of the Medi-Cal Rx Web Portal, including [Education & Outreach](#) and [FAQs](#).

Finding a Pharmacy

3. **How do I find a participating pharmacy?**

    The **Find a Pharmacy** tool is available under the Tools & Resources drop-down menu on the [Medi-Cal Rx Home page](#) (https://medi-calrx.dhcs.ca.gov/home/) or by visiting the [Find a Pharmacy](#) page (https://medi-calrx.dhcs.ca.gov/home/find-a-pharmacy).

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You can either click **Use My Location** or **Enter Your Location** to find a list of participating pharmacies near you.

4. **What do I bring with me to the Pharmacy?**

    It is highly recommended that beneficiaries bring either their Benefits Identification Card (BIC), Client Index Number (CIN), or Health Access Program (HAP) card so the pharmacy can successfully bill for medications. See *Figure 1*.
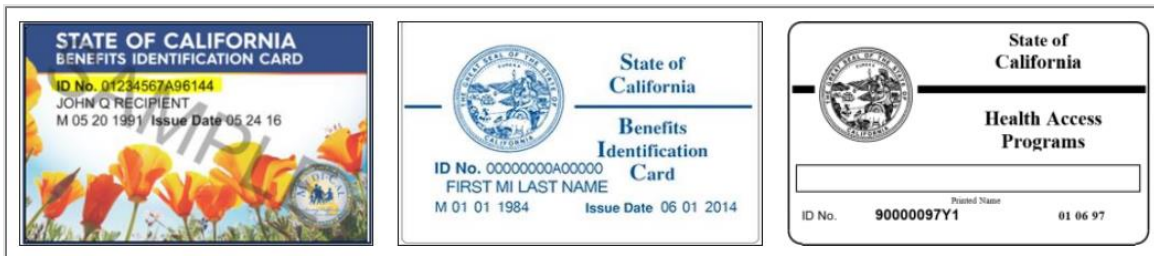

Figure 1: Required Identification Card Examples

    Note: Beneficiaries *cannot* use their Managed Care Plan (MCP) ID card. For more information, including how to request a new card, refer to the Medi-Cal Rx Beneficiary Tips.

5. **I'm not covered, so what do I do?**

    Assistance with accessing Medi-Cal benefits can be obtained through your county office. Visit https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx to access a list of counties and the contact information for each county.

6. **Do I have to be a Costco member to get my Medi-Cal Rx prescription filled at the Costco pharmacy?**

    According to Costco, a membership is not required to get prescriptions filled there. See the Costco website for more information.

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Drug Coverage

7. Where can I check if a prescription drug is covered?

Information about covered drugs can be found within the [Medi-Cal Rx Contract Drugs List](#) (CDL).

If a drug is not listed, a prior authorization (PA) from your prescriber will be required. There may be clinically appropriate drug alternatives that do not require a PA. Please review the Medi-Cal Rx CDL for these options. For more information, please review the Medi-Cal Rx Pharmacy Transition Policy located on the [Education & Outreach](#) page (https://medi-calrx.dhcs.ca.gov/home/education).

8. Where can I check if another pharmacy product is covered?

Information about a variety of covered products can be found by visiting the [Forms & Information](#) page on the Beneficiary Portal and selecting the **Covered Products Lists** from the left menu.

9. What is a Prior Authorization?

A prior authorization (PA) is an authorization granted on a drug that requires further review for use. A prescriber or pharmacy submits the request and must provide justification for medical necessity.

Medi-Cal Rx Web Portal

10. Where is the Medi-Cal Rx website (Web Portal), and what can I find there?

The [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/home/) (https://medi-calrx.dhcs.ca.gov/home/) consists of several areas, including each of the following:

- Education & Outreach
- Beneficiary Portal
- Provider Portal

The Beneficiary Portal and Provider Portal both have unsecured (publicly accessible) and secured (password-protected) access.

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11. Where do I find the Beneficiary Portal?

The Beneficiary Portal can be accessed in three ways:

a. Visit https://medi-calrx.dhcs.ca.gov/member/.

b. Select the **Beneficiary Portal** option from the Secured Portal drop-down menu in the upper right corner of the Medi-Cal Rx Web Portal Home page. See *Figure 2*.
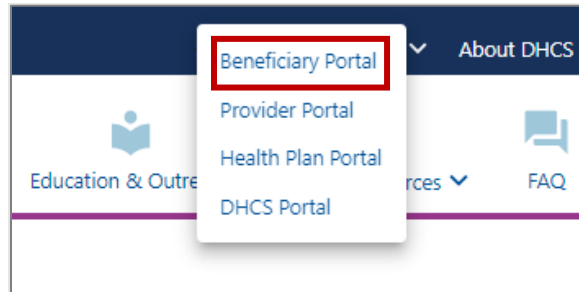

Figure 2: Beneficiary Portal Option

c. Click the **Beneficiary Portal** icon from the middle of the Medi-Cal Rx Web Portal Home page. See *Figure 3*.
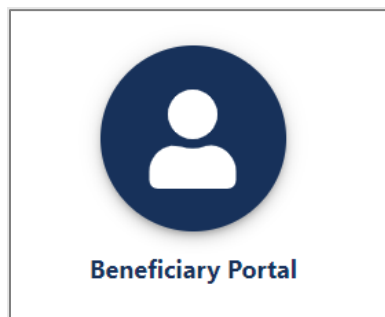

Figure 3: Beneficiary Portal Icon

12. Where can I find recent Medi-Cal Rx alerts?

Visit Bulletins & News located on the Medi-Cal Rx Web Portal to find the latest alerts.

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13. How can I sign up to receive alerts when they are posted?

You can sign up for the free [Medi-Cal Rx Subscription Service](#) (MCRxSS) to keep up to date on the latest Medi-Cal Rx news. Subscribers receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx Web Portal.

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