

# Medi-Cal Rx Finance Portal – Frequently Asked Questions (FAQs)

Version 5.0

January 12, 2026

This document contains answers to frequently asked questions (FAQs) to assist providers with finding solutions related to the use of the Medi-Cal Rx Finance Portal for Electronic Fund Transfers (EFTs), Electronic Remittance Advice (ERA) delivery options, Remittance Advice (RA) PDFs, or Electronic Data Interchange (EDI) 835 ERA files.

### 1. How do I log in to the Medi-Cal Rx Finance Portal?

With the same user ID and password you used to register for the Medi-Cal Rx Web Portal, complete the following steps:

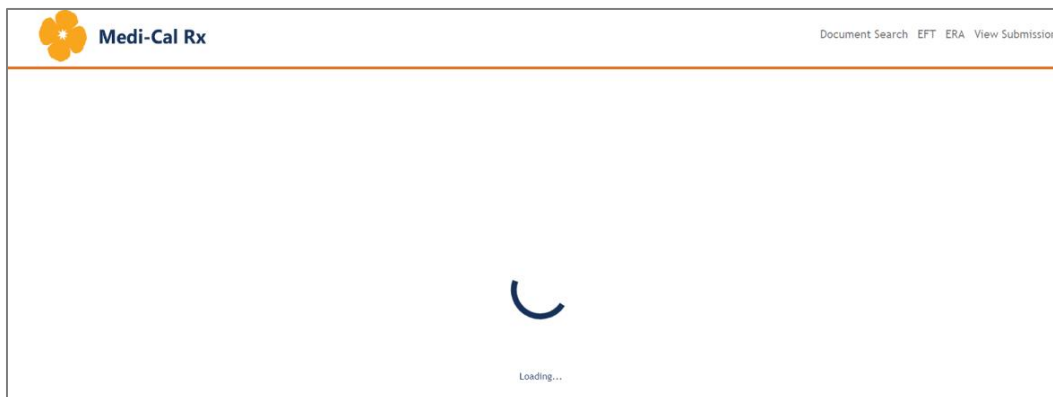
1. Access the [Medi-Cal Rx Web Portal](#).
2. Select the **Provider Portal** icon at the bottom of the page.
3. Select the **Log In** icon in the upper right corner of the page.
4. Log in with your user ID and password.
5. Select the **Finance Portal** link from the left menu.

Refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.

### 2. Can a provider sign up for Medi-Cal Rx EFT or Medi-Cal Rx ERA online?

Yes. Follow the instructions in the [Medi-Cal Rx Finance Portal Job Aid](#).

### 3. I logged in to the Medi-Cal Rx Finance Portal; why am I not getting past the "Loading" page?



1. Ensure that you are using one of the recommended internet browsers that are listed on the Medi-Cal Rx Web Portal [Helper Utilities](#) page.
2. Contact your organization's Delegated Administrator (Del Admin). They need to assign a role to your login profile.
3. If you do not know your Del Admin and/or need additional support, email [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com). You can also call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **National Provider Identifier [NPI]**, and then select **Option 3** for Checkwrite).

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#### 4. How can I check the status of my paper or online Medi-Cal Rx EFT and/or Medi-Cal Rx ERA application?

Whether you submit a paper application or an online form, you can track the status of your EFT and/or ERA application using one of the following methods:

- You can view the submission status via the Medi-Cal Rx Finance Portal:
  - a. Ensure that your Del Admin has assigned Medi-Cal Rx Finance Portal Full Access to you. This grants full access to view and edit Medi-Cal Rx EFT and Medi-Cal Rx ERA information as well as perform a Document Search.
  - b. Log in to the Medi-Cal Rx Finance Portal.
  - c. Select **View Submissions**.
  - d. Select either the **EFT** or **ERA** tab, depending on what you need.
  - e. Locate the submission status for the NPI you submitted.
- You can refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.
- You can call the CSC at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 3** for Checkwrite) for assistance.
- You can email your request to [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com).
- You can mail a letter to the following address:  
Medi-Cal Rx Customer Service Center  
ATTN: Financial Inquiries  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

#### 5. How long does it take for Medi-Cal Rx EFT to be effective after I signed up for it?

Allow a minimum of 45 calendar days for EFT to become the payment method within the Medi-Cal Rx checkwrite cycle.

#### 6. Where can I find the current Medi-Cal Rx Checkwrite Schedule?

The current Medi-Cal Rx Checkwrite Schedule can be found under Finance on the Reference Materials tab of the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#).

#### 7. Where can I find previous Medi-Cal Rx Checkwrite Schedules?

Previous Medi-Cal Rx Checkwrite Schedules are archived and can be viewed by completing the following steps:

1. Access the [Medi-Cal Rx Web Portal](#).
2. Select the **Search** icon in the upper right corner of the page.
3. Type "Checkwrite Schedule" in the search field and select the magnifying glass icon.
4. Once the Search Results page appears, select the desired Checkwrite Schedule link.

**Note:** A given checkwrite schedule is archived after the final Medi-Cal Rx payment release date noted in the schedule.

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## 8. Can I check online for Medi-Cal Rx checkwrite payments?

On the Medi-Cal Rx checkwrite payment release date, the RA – either the EDI 835 ERA file or a PDF of the paper document mailed via the United States Postal Service (USPS) – is available for viewing and downloading from the Medi-Cal Rx Finance Portal. The RA will indicate the payment amount expected for that checkwrite cycle.

**Note:** The Medi-Cal Rx Finance Portal does not offer an option to query for future payments.

If further assistance is needed:

- You can call the CSC at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 3** for Checkwrite).
- You can email your request to [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com) for assistance.
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## 9. How long does it take for funds to appear in my account after the Medi-Cal Rx checkwrite date?

- Pharmacies electing to receive payment via EFT should see payments posted to the designated bank account within two business days following the Medi-Cal Rx payment release date.
- Pharmacies electing to receive a paper check via USPS should receive checks within seven business days.
- You can view the RA (EDI 835 ERA file or a PDF of the paper RA that is mailed via USPS) via the Medi-Cal Rx Finance Portal on the Medi-Cal Rx payment release date.
- View the current Medi-Cal Rx Checkwrite Schedule for the Medi-Cal Rx payment release dates. The current Medi-Cal Rx Checkwrite Schedule can be found under Finance on the Reference Materials tab of the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#).

## 10. How do I download an RA PDF, EDI 835 ERA file, Form 1099-MISC, or other documents from the Medi-Cal Rx Finance Portal?

1. Log in to the Medi-Cal Rx Secured Provider Portal and select **Finance Portal**.
2. Select **Document Search**.
3. Select **Search By** and choose **Remittance Date**, **Check Number**, or **1099-MISC Tax Year**, as appropriate.
4. Provide the required info prompted by the search parameter you chose.
5. Select **NPI** or **Chain ID**.
6. Select **Search**.
7. Refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.

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### **11. How will pharmacy providers receive their Medi-Cal Rx Form 1099-MISC?**

Medi-Cal Rx Form 1099-MISC documents are sent via mail to the pharmacy provider's pay-to address on file for each NPI/Owner. Pharmacy providers may also download a PDF softcopy of the mailed Medi-Cal Rx Form 1099-MISC document(s) from the **Document Search** tab of the Medi-Cal Rx Finance Portal.

**Note:** The Medi-Cal Rx Form 1099-MISC document is only issued for the tax year when pharmacy claim net payment amounts are greater than or equal to \$600 for the NPI/Owner.

### **12. If I do not have internet access or I prefer to mail in a completed form, how do I sign up for Medi-Cal Rx EFT or Medi-Cal Rx ERA?**

1. You can complete and mail a hard copy of the [Medi-Cal Rx Electronic Funds Transfer \(EFT\) Authorization Agreement Form \(DHCS 6551\)](#) or the [Medi-Cal Rx Electronic Remittance Advice \(ERA\) Authorization Agreement Form \(DHCS 6550\)](#). Both forms are available on the [Forms & Information](#) page on the Medi-Cal Rx Provider Portal.
  - a. If you need an application to be mailed to you, you can call 1-800-977-2273, select **Option 2** for Pharmacy, enter your **NPI**, select **Option 3** for Checkwrite, and then request that the application be sent to you by mail. Instructions for completing and mailing the form are included.
2. If you require help with completing a Medi-Cal Rx EFT or Medi-Cal Rx ERA application, you can call 1-800-977-2273, select **Option 2** for Pharmacy, enter your **NPI**, select **Option 3** for Checkwrite, and then ask for assistance.

### **13. For which tax years will Medi-Cal Rx Form 1099-MISC be available electronically?**

Starting with the 2025 tax year, Medi-Cal Rx Form 1099-MISC will be available electronically for the first time. Forms for prior tax years will not be provided electronically and were only provided as hard copies by mail.

### **14. When will Medi-Cal Rx Form 1099-MISC be available to download electronically?**

Medi-Cal Rx Form 1099-MISC will be available to download by January 31 of each year for the previous tax year.

### **15. I need assistance or have questions regarding Medi-Cal Rx EFT, Medi-Cal Rx ERA, Medi-Cal Rx Form 1099-MISC, and/or Medi-Cal Rx checkwrite. How can I receive assistance?**

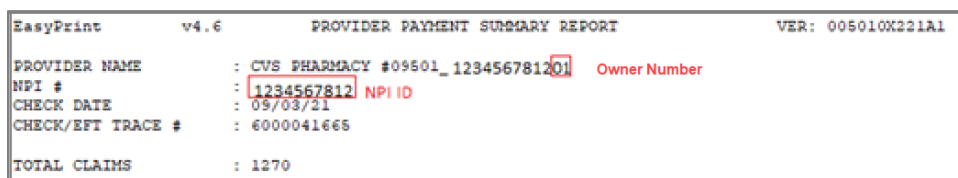
- You can call the CSC at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 3** for Checkwrite).
- 3. You can email your request to [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com) for assistance.

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- You can mail a letter to the following address:  
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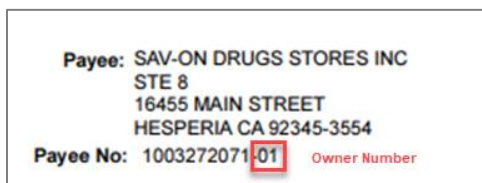
**16. I do not remember/know my NPI Owner Number; how can I find it?**

- On the Medi-Cal Rx RA (paper/PDF or on the EDI 835 ERA file), the NPI Owner Number is a two-digit identifier (for example, 01, 02, 03, etc.) displayed after the 10-digit NPI.
- If you receive an EDI 835 ERA file and use the [Medicare Remit Easy Print \(MREP\) software](#) (which is available for free and can be used to access, view, and print RA information), the NPI Owner Number is the last two digits following the NPI in the **Provider Name** field. Refer to *Figure 1*.



**Figure 1: Locating the NPI ID and Owner Number on the EDI 835 ERA File**

- If you receive an EDI 835 ERA file and use reader software other than MREP, the NPI Owner Number is the last two digits following the NPI in the Provider Name field.
- If you receive a paper RA, refer to the header section of the RA. The NPI Owner Number is the last two digits following the dash in the **Payee No:** field. Refer to *Figure 2*.



**Figure 2: Locating the NPI Owner Number on a Paper RA**

- If you are unable to locate the NPI Owner Number:
  - You can call the CSC at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 3** for Checkwrite).
  - You can leave a message with the Department of Health Care Services' (DHCS) Provider Enrollment Division (PED) at 1-916-323-1945 (select **Option 4** for Enrollment Issues) requesting your Owner Number, and a PED staff member will return your call.
  - You can email your request to [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com) for assistance.

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**17. Where can I find more information about Medi-Cal Rx RAs (paper or EDI 835 ERA)?**

You may refer to the [Medi-Cal Rx Provider Manual](#) or [Remittance Advice \(RA\) – Frequently Asked Questions \(FAQs\)](#) for additional information.

**18. I need assistance or have questions regarding Medi-Cal Rx EFT, Medi-Cal Rx ERA, and/or Medi-Cal Rx checkwrite. How can I receive assistance?**

- You can call the CSC at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 3** for Checkwrite).
- You can email your request to [MediCalRxFinancePortalSupport@primetherapeutics.com](mailto:MediCalRxFinancePortalSupport@primetherapeutics.com) for assistance.
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