

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

Version 4.0

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# Medi-Cal Rx Overview

## 1. What is Medi-Cal Rx?

Medi-Cal Rx is the name the Department of Health Care Services (DHCS) gave the program that provides prescription drug coverage and related services to individuals enrolled in Medi-Cal, California's Medicaid program. Medi-Cal Rx provides you access to the medications, products, and services you need to maintain your health.

## 2. Why did the Department of Health Care Services (DHCS) create a single pharmacy administration service?

Medi-Cal Rx enables DHCS to:

- Standardize the Medi-Cal pharmacy benefit statewide under one delivery system.
- Improve access to pharmacy services with a pharmacy network that includes most of the state's pharmacies. Medi-Cal Rx is generally more expansive than individual Medi-Cal Managed Care Plan (MCP) pharmacy networks.
- Use standardized rules for managing the use of outpatient drugs across the state.

## 3. Where can I find more information about Medi-Cal Rx?

Visit the [Medi-Cal Rx Web Portal](#). The following additional resources for members are located on the [Forms & Information](#) page within the [Medi-Cal Rx Member 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 the [Education & Outreach](#) and [Frequently Asked Questions \(FAQs\)](#) pages.

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

- **By Phone:** Call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.
- **By Message:** Send a secure message by registering and logging into the [Secured Member Portal](#), or send an unsecured message without registering.
- **By Chat:** Select **Chat** on the [Contact Us](#) page.

# Medi-Cal Rx Web Portal

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

The [Medi-Cal Rx Web Portal](https://medi-calrx.dhcs.ca.gov/) Home page is located at the following URL: <https://medi-calrx.dhcs.ca.gov/home/>. It consists of several areas, including the following:

- [Education & Outreach](#)
- [Bulletin & News](#)
- [Medi-Cal Rx Member Portal](#)

The [Medi-Cal Rx Member Portal](#) has both unsecured (publicly accessible) and secured (password protected) access.

## 6. Where is the Medi-Cal Rx Member Portal located?

The [Medi-Cal Rx Member Portal](#) is located on the [Medi-Cal Rx Web Portal](#) and can be accessed one of three ways:

- Visit <https://medi-calrx.dhcs.ca.gov/member/>.
- From the [Medi-Cal Rx Web Portal](#) Home page, select **Member Portal** from the Secured Portal Access drop-down menu.



- Select the **Member Portal** icon from the middle of the [Medi-Cal Rx Web Portal](#) Home page.



## 7. What is the Secured Member Portal?

The Secured Member Portal is a password-protected, registration-required area where you can chat and message with a Customer Service Representative (CSR) for basic questions about Medi-Cal Rx. You can [register](#) and [log in](#) for secured portal access in order to share and discuss protected health information (PHI), including medication history from claims and prior authorization (PA) requests, with a CSR.

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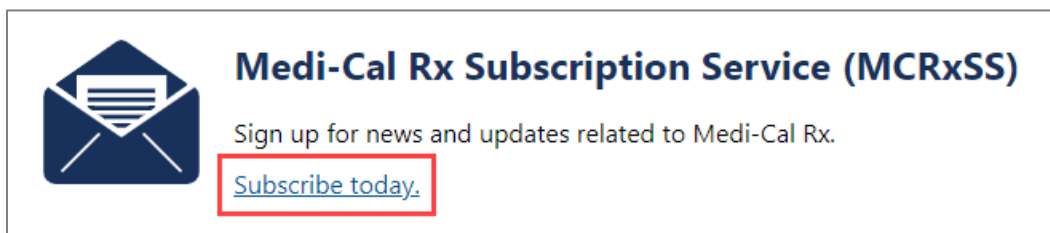
## 8. Where can I find recent Medi-Cal Rx alerts?

Visit the [Bulletins & News](#) page located on the [Medi-Cal Rx Provider Portal](#) to find the latest alerts. Alerts are primarily designed to notify pharmacy providers and prescribers of changes in Medi-Cal Rx policy and/or procedures.

## 9. How can I sign up to receive alerts as they are posted?

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](#).

Select **Subscribe today** on the Medi-Cal Rx Web Portal.



You are then required to provide your email address and ZIP code, choose one type of subscription you are interested in, and select your preferred announcements. To complete the sign-up, select **Sign me up!**

## Finding a Pharmacy

### 10. How do I find a participating pharmacy?

You can use the **Pharmacy Locator Tool** to find participating pharmacies. To access the Pharmacy Locator Tool, you can do one of the following:

- Select [Find a Pharmacy](#) from the Tools & Resources drop-down menu on the [Medi-Cal Rx Web Portal](#).
- Visit the [Find a Pharmacy](#) page on the [Medi-Cal Rx Web Portal](#).

From the Find a Pharmacy page, you can either select **Use My Location** or enter a location and select **Search** to find a list of participating pharmacies.

### 11. Does Medi-Cal Rx offer mail order services?

Yes, Medi-Cal Rx covers mail order services. You can call the Medi-Cal Rx Customer Service Center (CSC) for assistance locating a mail order pharmacy at 1-800-977-2273.

You can also locate a pharmacy that offers mail order services by utilizing our Pharmacy Locator Tool on the [Medi-Cal Rx Web Portal](#). Refer to **question #10**.

From the Find a Pharmacy page, enter your ZIP code and desired distance, then select **Search**. Select **Display Filter** and then choose **Mail Order**. Select **Apply Filter** to view results.

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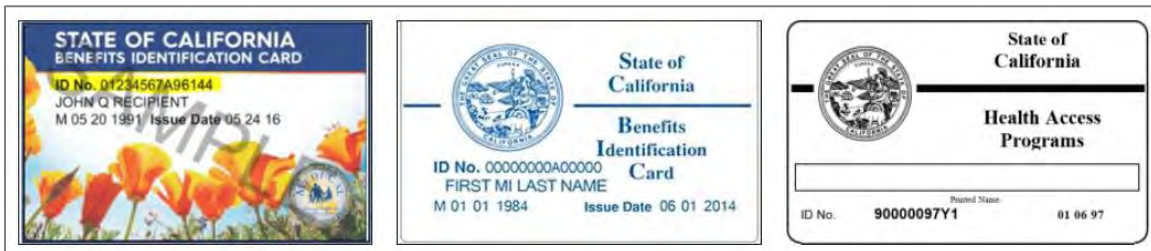
## 12. Do I have to be a Costco® Wholesale (Costco) member to get my Medi-Cal Rx prescription filled at the Costco pharmacy?

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

## Using Pharmacy Benefits

### 13. What identification do I bring to the pharmacy?

It is highly recommended that you bring either your Benefits Identification Card (BIC), Client Index Number (CIN), or Health Access Programs (HAP) card so the pharmacy can successfully bill for medications.



**Note:** You **cannot** use your Managed Care Plan (MCP) ID card. For more information, including how to request a new card, refer to the [Medi-Cal Rx Member Tips](#).

### 14. I lost my Benefits Identification Card (BIC), Client Index Number (CIN), or Health Access Programs (HAP) card. What do I need to do to get a new one?

Contact your local county social services office to request a new BIC, CIN, or HAP card. You may find your local county office information by going to the Department of Health Care Services (DHCS) [County Offices to Apply for Health Coverage, Medi-Cal, and Other Benefits](#) page. If you are issued a new card, your old card will no longer be valid. You can also call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 for assistance with locating your local county office. The CSC is available 24 hours a day, 7 days a week, 365 days per year.

- » If your BIC was stolen, report the incident to the local police and to your county social service office.
- » Be prepared to provide as many details as possible regarding the theft of your card to your county social services office and your local authorities.

## 15. I have been told by a pharmacy that I have no coverage. What do I do?

Assistance with accessing Medi-Cal benefits can be obtained through your county office. Visit the [County Offices to Apply for Health Coverage, Medi-Cal, and Other Benefits](#) page on the [Department of Health Care Services \(DHCS\)](#) website to access a list of counties and the contact information for each county.

## 16. Who do I contact to update or renew my Medi-Cal coverage?

Contact your local [county social services office](#) to update or renew your Medi-Cal coverage. You can find your local county office information to contact the office to update or renew your Medi-Cal by visiting the [County Offices to Apply for Health Coverage, Medi-Cal, and Other Benefits](#) page on the Department of Health Care Services (DHCS) website. You can also call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 for assistance with locating your local county office.

- To keep your Medi-Cal benefits, you will have to renew once a year, which can be done online, in person at your local county office, or by phone.
- You must contact your local county office to report any household changes within 10 days of the qualifying event, which includes:
  - Getting married/divorce
  - Having a child
  - Income change
  - Name change
  - Any changes that may affect your income or household size
- You can report any changes or view your Medi-Cal coverage at [benefitscal.com](https://benefitscal.com).

## Drug Coverage

### 17. What is a prior authorization (PA) request?

A PA request is a pre-approval process for Medi-Cal Rx to pay for certain pharmacy drugs and medical supplies that are subject to authorization before being dispensed. PA requests are submitted by your prescriber or pharmacy staff.

As a member, you do not submit a PA request. You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 to inquire about the status of your PA requests.

### 18. Where can I check if a non-drug product (such as supplies for diabetes management) is covered as a pharmacy benefit?

Information about a variety of covered products can be found by visiting the [Forms & Information](#) page on the [Medi-Cal Rx Member Portal](#) and selecting **Covered Products Lists**.

## 19. Where can I check if a prescription drug is covered as a pharmacy benefit?

Information about covered drugs can be found within the [Medi-Cal Rx Contract Drugs List](#) (CDL), located on the [Forms & Information](#) page.

If a drug is not listed, a prior authorization (PA) request from your prescriber will be required. There may be clinically appropriate drug alternatives that do not require a PA request. Review the CDL for these options.

## 20. How do I get reimbursed if I have paid for my medicine out of pocket?

You will need to complete a [Medi-Cal Claim Form for Beneficiary Reimbursement \(DHCS 4521\)](#) (also known as a Conlan Claim Packet). The preferred method for members to obtain the Conlan Claim Packet is for Medi-Cal Rx to mail the *Medi-Cal Claim Form for Beneficiary Reimbursement* (DHCS 4521) to your mailing address, as there are many forms.

- To request a Conlan Claim Packet, you can call the Conlan phone line at 1-916-403-2007 or the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.
- You can also download the [Medi-Cal Claim Form for Beneficiary Reimbursement \(DHCS 4521\)](#) from the [Online Conlan Claim Forms page](#) on the DHCS website, or you can complete the forms online using the following instructions:
  - Go to the [Medi-Cal Rx Member Portal](#).
  - Select **Forms & Information**.
  - Select **Medi-Cal Out-of-Pocket Expense Reimbursement (Conlan)**.
  - Select **Online Conlan Claim Forms**.
  - Refer to the instructions in the section titled *Conlan Claim Packet Contents* and complete the forms listed. (**Note:** Some forms are optional.) The two forms listed below are required:
    - [Medi-Cal Claim Form for Beneficiary Reimbursement \(DHCS 4521\)](#)
    - [Payee Data Record Form \(STD 204\)](#)
- Make sure that the Conlan Claim Packet forms are complete, legible, and signed. Mail the completed forms with the requested information and attachments to the following address:

Department of Health Care Services (DHCS)  
Beneficiary Services Center (BSC)  
P.O. Box 138008  
Sacramento, CA. 95813-8008

## 21. How do I get my prescription filled while I am traveling out of state?

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273 for assistance getting your medication out of state.

The provider or pharmacy can also assist by completing the [Medi-Cal Rx Network Billing Out-of-State Pharmacy Provider Emergency Drug Service Agreement \(DHCS 6501\) form](#) and

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faxing it to 1-844-347-3201. The form is located under *Finance* in the Reference Materials tab on the [Forms & Information](#) page of the [Medi-Cal Rx Provider Portal](#).

## **22. How do I file a complaint with Medi-Cal Rx?**

The preferred method for members to submit a complaint with Medi-Cal Rx is by calling the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.

You can also download the *Medi-Cal Rx Complaint Form* from the [Medi-Cal Rx Web Portal](#) by completing the following steps:

- Go to the [Medi-Cal Rx Member Portal](#).
- Select **Forms & Information**.
- Select **Complaints & Grievances**, then select the document in your preferred language and reading format.

Ensure the form is complete, legible, and signed. Mail the completed form with all the requested information to the CSC:

Medi-Cal Rx Customer Service Center  
Attn: Complaints and Grievances Unit  
P.O. Box 730  
Rancho Cordova, CA 95741-0730

You can fax the complaint form to the CSC at 1-800-869-4325.

You can also log into the Medi-Cal Rx Web Portal and submit a complaint via email or Chat.

## **23. Why is my claim being denied for Other Health Coverage (OHC)?**

When the pharmacy attempts to bill your Medi-Cal insurance, it might deny due to Other Health Coverage on file. Our records may indicate that in addition to Medi-Cal, you have other health insurance. Medi-Cal Rx is the payer of last resort; therefore, the pharmacy would have to bill the primary insurance on file first, then Medi-Cal Rx.

If you no longer have OHC or need assistance regarding OHC, you can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.

Refer to the alert titled [Adding or Removing Other Health Coverage for Medi-Cal Members](#) for more information regarding removing OHC.