Medi-Cal Rx Member Tips

February 28, 2022; Last Updated March 20, 2025

What Members Need to Fill Prescriptions

Important changes for Medi-Cal Rx members include the following:

- It is highly recommended that members bring either their Client Index Number (CIN), Health Access Programs (HAP) ID, or Benefits Identification Card (BIC) ID so the pharmacy can successfully bill for medications. Refer to *Figure 1*.

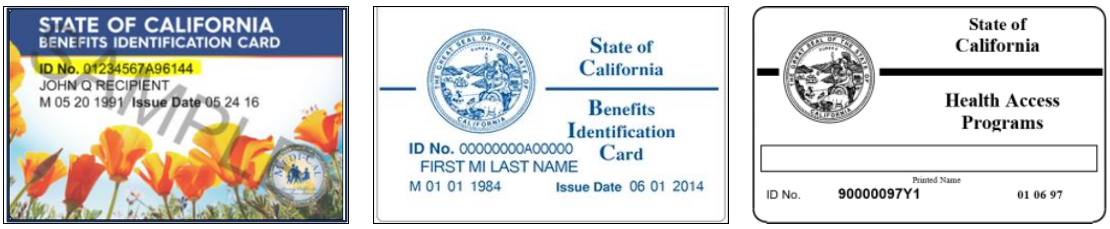

Figure 1: Required Identification Card Examples

- Members **cannot** use their Managed Care Plan (MCP) ID card.

> » **There is no Medi-Cal Rx card.**
> » **Members must use either their CIN, HAP, or BIC ID.**

How to Get a Replacement CIN Card, HAP Card, or BIC

Members can obtain a new CIN or BIC by contacting their local county social services office. Physical HAP cards are no longer produced as they have been digitized. If you need assistance logging in to your Family Planning, Access, Care, and Treatment (Family PACT) account, send an email to FamilyPACT@dhcs.ca.gov.

How to Get Member Eligibility Details

- Registered providers can look up member eligibility or obtain a BIC by either logging into the Medi-Cal Rx Provider Portal or calling the Customer Service Center (CSC) at 1-800-977-2273. Customer Service Representatives (CSRs) are available 24 hours a day, 7 days a week, 365 days per year.
- Another option is to check eligibility through the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. AEVS is available seven days a week from 2 a.m. to 12 a.m. PT. Once in AEVS, select from the options described in the AEVS main menu prompt options.

A member's HAP ID is not available via CSC or AEVS.