

- b. A valid Provider Identification Number (PIN) is needed for access. The PIN is issued when providers enroll in Medi-Cal. In the instance when a provider does not remember their PIN, the Medi-Cal Telephone Service Center (TSC) technical help desk agents are authorized to release the existing PIN once caller validation protocols have been completed. The Medi-Cal TSC phone number is 1-800-541-5555; follow the prompts for the **Technical Help Desk**.
 - c. Look up the beneficiary and review the response.
2. If the beneficiary is eligible, retain a screenshot of the eligibility verification results and documentation for later use.
 3. If the beneficiary is eligible and the drug is a covered Medi-Cal Rx benefit, please dispense medication and hold the claim for later submission once this issue has been resolved. You may check if a drug is a Medi-Cal Rx benefit by either of the following:
 - a. Drug Lookup Tool at <https://medi-calrx.dhcs.ca.gov/provider/druglookup/>.
 - b. Covered Products Lists at <https://medi-calrx.dhcs.ca.gov/provider/forms>.
 4. Updates will be provided as more information becomes available. For the most current information and updates, visit <https://medi-calrx.dhcs.ca.gov>.

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