Understanding Medi-Cal Rx for Beneficiaries

**How does Medi-Cal Rx affect me?**

- Prescription medications are now covered by Medi-Cal Rx for Medi-Cal beneficiaries. This does not change your Medi-Cal eligibility or benefits. If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions that Medicare does not.

**Did my pharmacy change?**

- Most pharmacies accept Medi-Cal Rx. Therefore, beneficiaries can use the same pharmacy they used before. If you need help finding a pharmacy, use the Medi-Cal Rx Pharmacy Locator online at the Medi-Cal Rx Web Portal (https://medi-calrx.dhcs.ca.gov/home/) or call the Customer Service Center at 1-800-977-2273, press or say 1 for beneficiary support or 7 if you are a teletypewriter (TTY) caller.

**How do I fill my medications?**

- It is highly recommended that you show your Medi-Cal Benefits Identification Card (BIC) when you fill a prescription at a pharmacy, not your health plan ID card.

**How do I get a replacement BIC or CIN?**

- You can obtain a new Medi-Cal Benefits Identification Card (BIC) or Client Index Number (CIN) by contacting your local county social services office. County office contact information can be found at County Offices (https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx).

**How can I submit a beneficiary grievance?**

- Beneficiary grievances can be submitted by contacting the Medi-Cal Rx Customer Service Center (CSC) by phone, chat, or email on the beneficiary website. You can also mail your grievance letter to the following mailing address:

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

**Is there a beneficiary website?**

Yes! Find more information and register at the Medi-Cal Rx Beneficiaries Portal (https://medi-calrx.dhcs.ca.gov/member/) on the Medi-Cal Rx Web Portal. Make sure to have your BIC number to register.

**What if I still have questions?**

Contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273. Press or say 1 for beneficiary support or 7 if you are a TTY caller. CSC Agents are available 24 hours a day, 7 days a week, 365 days per year.