



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/) (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) (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/) (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.