Reminder: Clear Browser Cache

January 18, 2023

Medi-Cal Rx would like to remind pharmacy providers and prescribers who utilize the [Medi-Cal Rx Secured Provider Portal](#) to clear their web browser cache on a regular basis. Updates to the Medi-Cal Rx Secured Provider Portal are frequently made and the browser cache must be cleared to ensure all updates are reflected.

Prior to logging in, open the browser history and click the option to clear history and cache. It is recommended that this be done weekly to avoid issues with accessing routine updates to the [Medi-Cal Rx Web Portal](#).

> **When accessing the Medi-Cal Rx Secured Provider Portal, be sure to utilize Google Chrome, Microsoft Edge, or another supported web browser. Internet Explorer is not supported.**

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.