



Medi-Cal Rx

Customer Service Center (CSC)

Main Menu Prompt Options

Medi-Cal Rx Toll Free Number: 1-800-977-2273

Main Menu Prompt Options

Voice Prompt: "Please select from the following menu:"

| | |
|-----------------------|---|
| Press or say 1 | For Beneficiary support |
| Press or say 2 | For Pharmacy support – see Secondary Menu Prompt Options |
| Press or say 3 | For Prescriber support – see Secondary Menu Prompt Options |
| Press or say 4 | If you are an authorized representative from a Managed Care Plan |
| Press or say 7 | If you are a TTY Caller |
| Press or say 8 | For all Other calls |

Secondary Menu Prompt Options

If Option 2 – Pharmacy Support is Selected

Enter **Pharmacy NPI** – Pharmacy Authentication

| | | |
|----------------|--|---|
| Press 1 | For Claim Inquiry Enter Rx# Hang Up Press 4 | System will provide information about the claim If call complete To speak with an agent with an option to leave a voicemail |
| Press 7 | For Something Else | Call will route to agent with an option to leave a voicemail |

If Option 3 – Prescriber Support is Selected

Enter **Prescriber NPI** – Prescriber Authentication

| | | |
|----------------|--|--|
| Press 1 | For Claim Inquiry Enter first 8 digits of Cardholder ID & DOB | Beneficiary authentication then route to agent with an option to leave a voicemail |
| Press 7 | For Something Else | Call will route to agent with an option to leave a voicemail |