



Medi-Cal Rx Web Portal

The **Medi-Cal Rx Web Portal** (<https://medi-calrx.dhcs.ca.gov/home>) is your gateway to a wide variety of resources and information. Here are some basic tips to navigate its portals and pages.

Medi-Cal Rx Provider Portal

The **Medi-Cal Rx Provider Portal** (<https://medi-calrx.dhcs.ca.gov/provider>) offers publicly accessible content with general Medi-Cal Rx resources and information for pharmacy providers and prescribers to be able to successfully conduct pharmacy business.

The Medi-Cal Rx Provider Portal also provides pharmacy tools such as Drug Lookup, Eligibility Lookup, and the *Medi-Cal Rx Provider Manual*. Features include:

- » Bulletins and News
(<https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news>)
- » Helper Utilities
(<https://medi-calrx.dhcs.ca.gov/provider/helper-utilities>)

Medi-Cal Rx Education & Outreach Page

The **Education & Outreach** page (<https://medi-calrx.dhcs.ca.gov/home/education>) provides members, pharmacy providers, and prescribers with an overview of Medi-Cal Rx and additional information regarding the following topics:

- » Reinstatement
- » Policy background
- » Pharmacy transition policy
- » Communication and training resources

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Medi-Cal Rx Secured Provider Portal

In addition to the publicly accessible content, Medi-Cal Rx pharmacy providers and prescribers (and designated users) can gain secure access to the following functions through the **Medi-Cal Rx Secured Provider Portal** (<https://medi-calrx.dhcs.ca.gov/provider/login>):

- » **Web and Batch Claims Submissions:** Users can securely search for claims by cardholder ID and fill date. This tool also allows users to submit pharmacy claims including reversals and resubmission.
- » **Prior Authorization Request Submission and Inquiry:** Pharmacies and prescribers can log in to a secure section of their portal to submit prior authorization (PA) requests. Using a unique identifier, they can also check the status of PA requests that were previously submitted through the portal, as well as attach documentation to PA request submissions through Point of Sale (POS). The portal is easy to use and contains a direct link to CoverMyMeds®, where a true electronic PA request can be submitted in real time (with most decisions happening in real time, as well).
- » **Secured Chat and Messaging:** The secure message center allows pharmacy providers and prescribers to exchange messages with customer service representatives to obtain assistance. Pharmacy providers and prescribers can connect to a customer representative via the live chat option from the Medi-Cal Rx Secured Provider Portal.