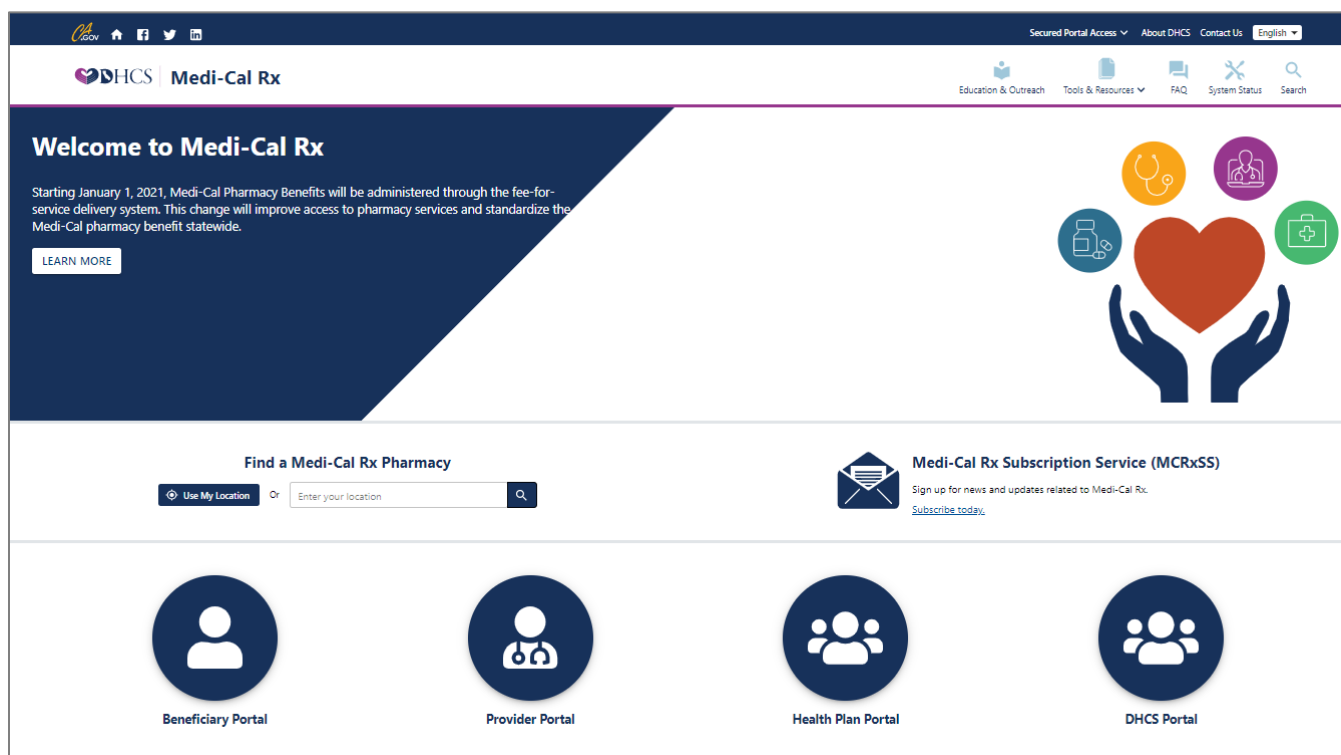


# Navigating the Medi-Cal Rx Web Portal

## Your Gateway to Important Information

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.



### **Provider Portal** (<https://medi-calrx.dhcs.ca.gov/provider/>)

This website offers publicly available content with general Medi-Cal Rx resources and information for providers to be able to successfully conduct pharmacy business.

### **Medi-Cal Rx Education & Outreach**

The Education & Outreach Portal (<https://medi-calrx.dhcs.ca.gov/home/education/>) provides beneficiaries, pharmacies, and providers with the following:

- Policy background
- Overview
- Pharmacy transition policy
- Communication and training schedule

In addition to the publicly available content, Medi-Cal Rx providers (including, but not limited to, pharmacies and prescribing physicians) can gain secure access to these functions:

- **Web Claims Submission** – 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 Submission and Inquiry** – Pharmacies and prescribers are able to 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 authorizations they have previously submitted through the portal and attach documentation to PA submissions through Point of Sale (POS). The portal is easy to use and contains a direct link to CoverMyMeds®, where a true electronic PA can be submitted in real time (with most decisions happening in real time as well).
- **Secure Message Center** – The secure message center provides the ability to send and receive messages with Customer Service Representatives (CSRs) to address questions providers may have.
- **Secure Chat** – Providers can connect to a CSR via the Live Chat option from the Medi-Cal Rx secured Provider Portal.

The 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>)