



Medi-Cal Rx

Medi-Cal Rx Resources & Contact Information

Resources



Medi-Cal Rx Web Portal URL: <https://www.medi-calrx.dhcs.ca.gov>

Medi-Cal Rx Provider Portal URL: <https://medi-calrx.dhcs.ca.gov/provider>

Contact Information



The **Medi-Cal Rx Customer Service Center (CSC)** is available 24 hours a day, 7 days a week, 365 days per year.

Phone: 1-800-977-2273



The **Medi-Cal Rx Education & Outreach Team** is available to assist providers via email or 1-on-1 office hours via Microsoft Teams Meeting. To request support:

Email: MediCalRxEducationOutreach@primetherapeutics.com



Provider Prior Authorization Fax: 1-800-869-4325

Provider Paper Claims Fax: 1-866-391-6726

Mailing Information

Topic

Mailing Address

<ul style="list-style-type: none">• PA Requests• Provider PA Appeals• Accounts Receivable (AR) Forms	Medi-Cal Rx Customer Service Center ATTN: [Provider PA Requests, or Provider PA Appeals, or Accounts Receivable Forms] P.O. Box 730 Rancho Cordova, CA 95741-0730
<ul style="list-style-type: none">• Provider Paper Claims• Provider Claims Appeals• Provider Claim Inquiries• Financial Inquiries• Member Reimbursement Claims	Medi-Cal Rx Customer Service Center ATTN: [Provider Paper Claims, or Provider Claims Appeals, or Provider Claims Inquiries, or Financial Inquiries, or Member Reimbursement Claims] P.O. Box 610 Rancho Cordova, CA 95741-0610
<ul style="list-style-type: none">• Return Mail• Inbound Mail• Other Correspondence	Medi-Cal Rx Customer Service Center ATTN: [Department or Department Referenced on Received Correspondence] P.O. Box 2088 Rancho Cordova, CA 95741-2088
<ul style="list-style-type: none">• Rebates	Medi-Cal Rx Customer Service Center ATTN: Rebates P.O. Box 640 Rancho Cordova, CA 95741-0640