



Medi-Cal Rx

Updates to the Medi-Cal Rx Web Portal Appearance and Resources

October 29, 2023

Background

The purpose of this alert is to bring awareness to pharmacy providers, prescribers, and other stakeholders of the changes to the [Medi-Cal Rx Web Portal](#) and communications to align with the Department of Health Care Services' (DHCS) vision and strategic plan for transforming Medi-Cal.

What Pharmacy Providers and Prescribers Need to Know

- The Medi-Cal Rx Web Portal and new communications refer to Medi-Cal enrollees as “members” rather than “beneficiaries.” Existing resources will be revised to update terminology over time.
- Effective October 29, 2023, select existing and all new documents, including but not limited to alerts, forms, and job aids, will display the new logos for DHCS and Medi-Cal Rx.

More information about the Medi-Cal Transformation is available on the [CalAIM](#) page on the DHCS website.

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.