



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](mailto:MediCalRxEducationOutreach@magellanhealth.com).