



Medi-Cal Rx

# Reminder: Medi-Cal Rx Secured Provider Portal Password Criteria Update Now in Effect

March 27, 2024

## Background

The purpose of this alert is to remind Medi-Cal Rx Secured Provider Portal users that, as of March 27, 2024, Medi-Cal Rx has enhanced program integrity and security by requiring stronger password criteria to log in to the [Medi-Cal Rx Secured Provider Portal](#).

As announced in the alert titled [Medi-Cal Rx Secured Provider Portal Password Criteria Update](#), as of March 27, 2024, Medi-Cal Rx is enforcing the new password criteria to log in to the Medi-Cal Rx Secured Provider Portal. Medi-Cal Rx Secured Provider Portal users should review the steps and information provided in the alert titled [Medi-Cal Rx Secured Provider Portal Password Criteria Update](#) to ensure that their current password meets the new password criteria. If the current password does not meet the new password criteria, users **must** reset their password.

As of March 27, 2024, Medi-Cal Rx Secured Provider Portal users are unable to access the Medi-Cal Rx Secured Provider Portal unless their passwords meet the new password criteria. Users are required to reset their password to meet the new criteria.

## 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@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com).