



Medi-Cal Rx

Medi-Cal Rx Secured Provider Portal Password Criteria Update

March 25, 2024

Background

The purpose of this alert is to inform Medi-Cal Rx Secured Provider Portal users that on March 26, 2024, Medi-Cal Rx is enhancing program integrity and security by requiring stronger password criteria for access to the [Medi-Cal Rx Secured Provider Portal](#). This Portal contains the following applications: Medi-Cal Rx Finance Portal, Prior Authorization (PA) Request Submission, Web Claims Submission, Cornerstone Learning Management System (LMS), Secured Chat and Messaging, Batch Claims Information, and Member Eligibility Lookup.

What Medi-Cal Rx Secured Provider Portal Users Need to Know

Beginning March 26, 2024, Medi-Cal Rx Secured Provider Portal passwords that do not meet the following requirements will need to be updated, and Medi-Cal Rx Secured Provider Portal users will be prompted to do so upon their attempt to log in.

Users will be required to update their Medi-Cal Rx Secured Provider Portal passwords so that they meet the following criteria:

- Between 12 and 30 characters long
- At least one lower case character (a-z)
- At least one upper case character (A-Z)
- At least one numeric or special character
 - Allowed special characters are (!#\$%()*+,-./:;?@[]_{}~)
- Maximum of two consecutive repeating characters
- Not the same as the last 13 passwords

Note: The Medi-Cal Rx Secured Provider Portal will not require the new password criteria until March 26, 2024. If opting to change your password prior to March 26, 2024, manually confirm that your password meets the new password criteria; it will not be enforced by the system until March 26, 2024.

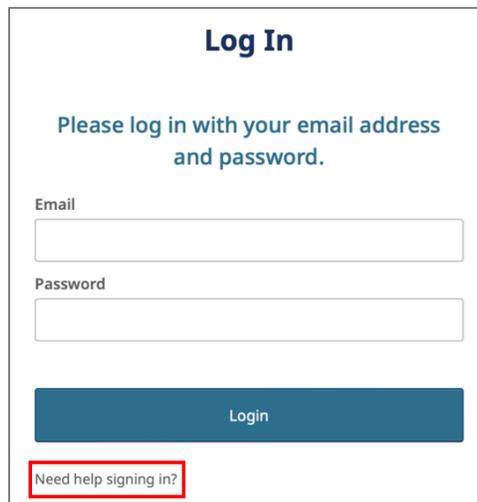
If your current password meets the above criteria,
no action is required.

What Medi-Cal Rx Secured Provider Portal Users Need to Do

Medi-Cal Rx Secured Provider Portal users should plan ahead and reset their password to meet the new password criteria prior to March 26, 2024, to avoid any log in issues.

Use the following steps to reset your Medi-Cal Rx Secured Provider Portal password:

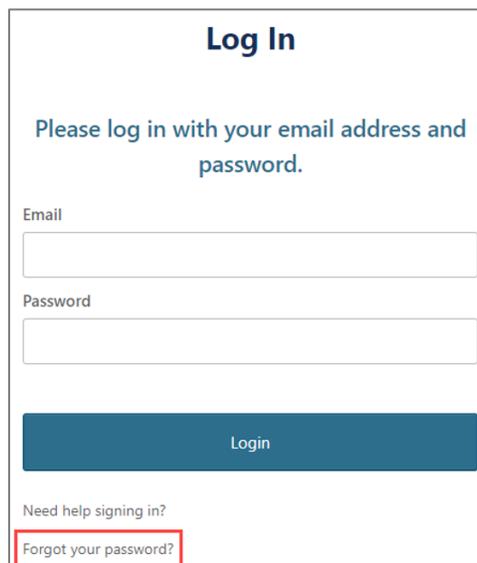
1. On the [Medi-Cal Rx Secured Provider Portal](#) Log In page, select **Need help signing in?** to initiate the password reset process. See *Figure 1*.



The screenshot shows a 'Log In' page with the following elements: a title 'Log In', a prompt 'Please log in with your email address and password.', an 'Email' input field, a 'Password' input field, a blue 'Login' button, and a link 'Need help signing in?' which is highlighted with a red rectangular box.

Figure 1

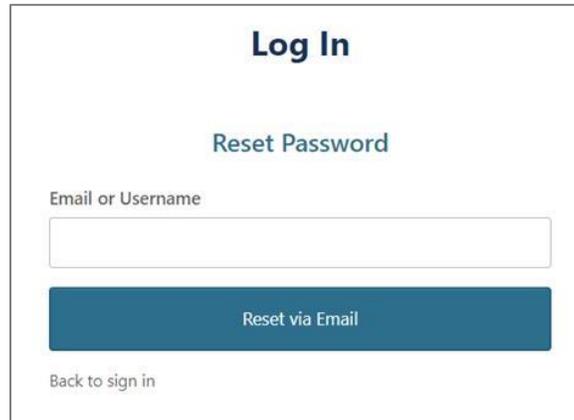
2. Select **Forgot your password**. See *Figure 2*.



The screenshot shows the same 'Log In' page as Figure 1, but with the link 'Forgot your password?' highlighted with a red rectangular box. The 'Need help signing in?' link is no longer visible.

Figure 2

3. Type your email address or username, then select reset via email to reset the password. See *Figure 3*.



The screenshot shows a 'Log In' page with a 'Reset Password' section. Below the title, there is a text input field labeled 'Email or Username'. Below the input field is a blue button labeled 'Reset via Email'. At the bottom left of the form area, there is a link that says 'Back to sign in'.

Figure 3

4. Follow the provided prompts to reset your password using the new password criteria listed above.

Medi-Cal Rx Secured Provider Portal users must manually confirm that their password meets the new password criteria listed above when resetting their password prior to March 26, 2024. The Medi-Cal Rx Secured Provider Portal will not enforce the new criteria until that date.

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.