Member Eligibility Lookup Tool – Enhanced Functionality

May 20, 2024

Background

The purpose of this alert is to inform pharmacy providers and prescribers about the improved functionality of the Member Eligibility Lookup Tool found on the [Medi-Cal Rx Secured Provider Portal](#). Refinement of this tool reflects Medi-Cal Rx's commitment to better meet the needs of pharmacy providers, prescribers, and members.

Note: Registered Medi-Cal Rx providers can refer to the *[Member Eligibility Lookup Tool Job Aid](#)* for additional details.

What Pharmacy Providers and Prescribers Need to Know

The Member Eligibility Lookup Tool allows registered Medi-Cal Rx providers to review the following information:

- Member eligibility data for prior authorization (PA) requests and/or claims processing
- Share of Cost (SOC) remaining information
- Member eligibility history
- Member claims history

> **Information contained within this tool does not guarantee PA request approval or claim payment and is subject to change.**

What Pharmacy Providers and Prescribers Need to Do

How to Access

The Member Eligibility Lookup Tool can be accessed by logging in to the [Medi-Cal Rx Secured Provider Portal](#) and selecting **Member Eligibility Lookup** from the list of tabs or from the Tools & Resources drop-down menu. Refer to *Figure 1*.
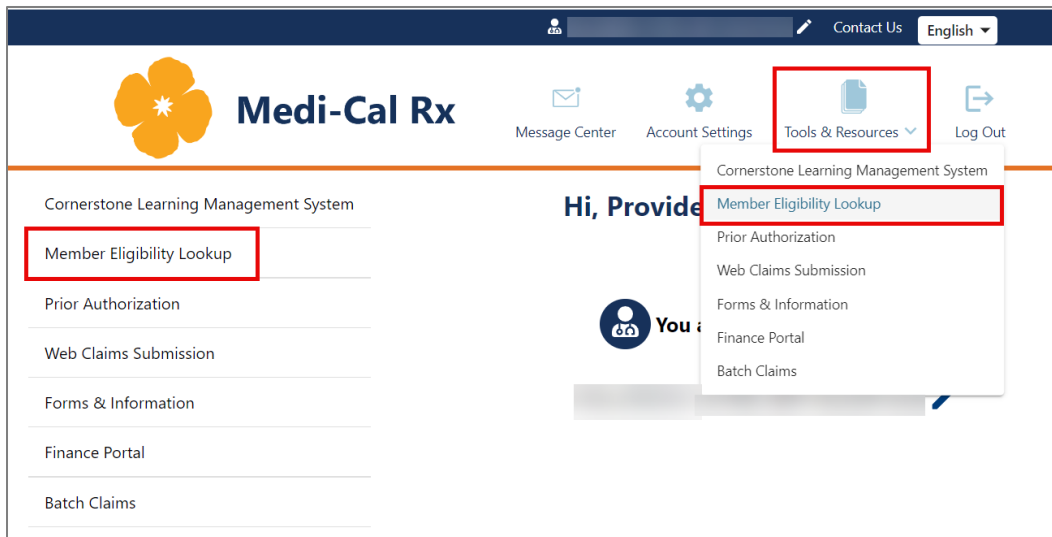
Figure 1: Accessing the Member Eligibility Lookup Tool

Enhanced Features

The **Search By** field now defaults to "Member ID Number." Refer to *Figure 2.*

Figure 2: Member Eligibility Lookup Tool – Search By Field

Real-time member eligibility data is now the default data source and is current as of the time of the inquiry. The Member Eligibility Lookup Tool now displays the following information:

- SOC remaining expressed as a dollar amount
- California Children's Services (CCS) eligibility
- Genetically Handicapped Persons Program (GHPP) eligibility
- Family Planning, Access, Care, and Treatment (Family PACT) eligibility

In situations when real-time eligibility data is not available, batch eligibility data is displayed and is current as of the previous day.

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.