



# 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*.

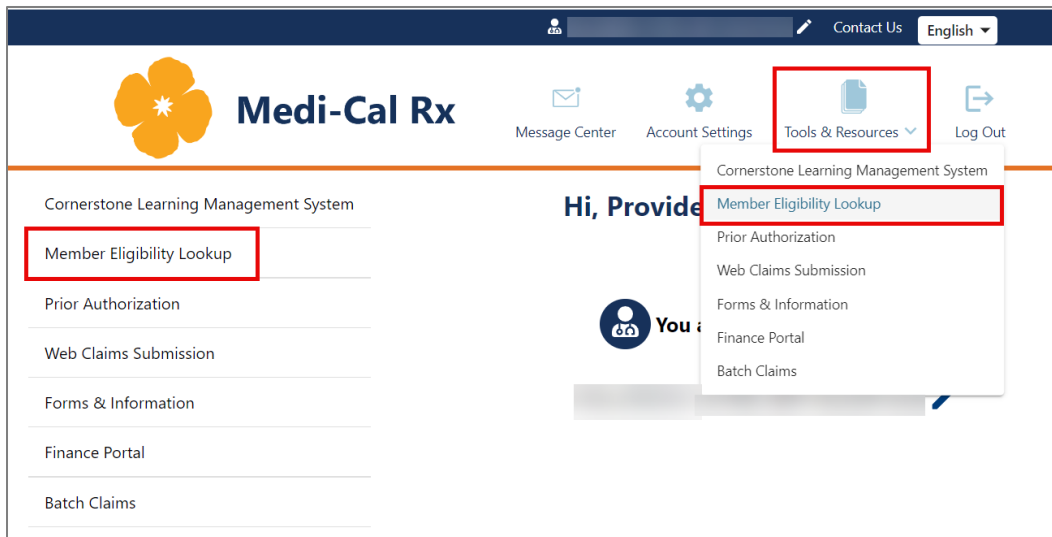


Figure 1: Accessing the Member Eligibility Lookup Tool

## Enhanced Features

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

 A screenshot of the 'Member Eligibility Lookup' tool search form. The form has a title 'Member Eligibility Lookup' and a subtitle 'Member eligibility data for Medi-Cal Rx Pharmacy Prior Authorizations and Claims only.' Below the subtitle, there is a note '\* Indicates required field'. The form contains several input fields: 'Last Name: \*' with a text input field containing 'Enter last name here'; 'Birth Date: \*' with a date input field containing 'Enter as mm/dd/yyyy' and a calendar icon; 'Service Date: \*' with a date input field containing '04/02/2024' and a calendar icon; 'Search By: \*' with a dropdown menu showing 'Member ID Number'; and 'Enter Member ID or Client Index Number here: \*' with a text input field containing 'Enter Member ID or Client Index Number here'. At the bottom of the form, there is a note 'Please enter the Member ID Number or Client Index Number only.' and two buttons: 'CLEAR' and 'SEARCH'.

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](mailto:MediCalRxEducationOutreach@primetherapeutics.com).