



Medi-Cal Rx

Medi-Cal Rx Provider Portal Troubleshooting and Support

May 15, 2024; Updated May 20, 2024

Background

The purpose of this alert is to provide pharmacy providers and prescribers with guidance to troubleshoot technical issues when accessing the Medi-Cal Rx Provider Portal, as well as contact information to seek assistance.

What Pharmacy Providers and Prescribers Need to Do

Pharmacy providers and prescribers should utilize the following troubleshooting tips to address Medi-Cal Rx Provider Portal technical issues:

- Double-check that entries are correct (for example, spelling of names, correct dates, etc.).
- Remove any pop-up blockers.
- Check your organization's security settings or other restrictions.
- Clear the cache and cookies.

For password reset requests or questions regarding multifactor authentication (MFA), providers may contact the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.

For other concerns, providers may contact Medi-Cal Rx Education & Outreach (E&O) at MediCalRxEducationOutreach@primetherapeutics.com for assistance. When emailing E&O, include the following information in a secured email:

- Provider's National Provider Identifier (NPI)
- Member's first and last name, date of birth (DOB), and Member ID
- Drug name, strength, formulation, quantity, and days' supply
- Dispense as written (DAW) code (if applicable)
- Screenshot of the error message
- Description of user activity prior to the error notification

Contact Information

You can call the Medi-Cal Rx 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 E&O at MediCalRxEducationOutreach@primetherapeutics.com.