Medi-Cal Rx

Reminder: Verification of Member Name on Medi-Cal Rx Claims

October 10, 2024; Last Updated March 20, 2025

Background

The purpose of this alert is to remind pharmacy providers about the importance of verifying the member's name and date of birth (DOB) when processing claims. This verification step is crucial for minimizing errors and reducing delays.

What Pharmacy Providers Need to Know

Pharmacy providers must submit claims using the member's Client Index Number (CIN), Health Access Programs (HAP) ID, or Benefits Identification Card (BIC) ID.

Members will not be able to utilize the Managed Care Plan (MCP) ID card. Do not submit claims with the MCP ID. If billing for a newborn claim, refer to the *Newborns* section in the *Medi-Cal Rx Provider Manual*.

Pharmacies may use the Member Eligibility Lookup Tool to verify eligibility and obtain a member's ID number by logging in to the Medi-Cal Rx Secured Provider Portal.

What Pharmacy Providers Need to Do

Pharmacy providers should verify that the member's name and CIN on the claim exactly match the name on the BIC or HAP card. The member's full name needs to be used. Refer to the following examples:

- BIC Details (Example):
  - Full name: John A Smith-Thompson
    - Full name should be entered as: John A Smith-Thompson
  - BIC ID: 123456789A12345
    - Member ID/CIN should be entered as:
      BIC ID: 123456789A12345 **OR**
      CIN: 123456789A
- HAP Details (Example):
  - Full name: Jane B Doe De Miller
    - Member name should be entered as: Jane B Doe De Miller
  - HAP ID: 987654321G5
    - Member ID/CIN should be entered as:
      HAP ID: 987654321G5 **OR**
      HAP ID: 987654321G

After entering the member's information, verify the entered information for accuracy to minimize errors and billing discrepancies.

Resources

- *Medi-Cal Rx Member Tips*
- *Claim Submission Reminders*
- *Medi-Cal Rx Provider Manual*
  - *Identification Numbers, Cards, and Claims* section
  - *Newborns* section
- *Member Eligibility Lookup Tool Job Aid*
- *Reject Code 52: Nonmatched Cardholder ID*

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.