



Family PACT

# Medi-Cal Quick Reference Guide

[Medi-Cal](#) is Medicaid for California. It offers free or low-cost health coverage to people who qualify. It pays for doctor visits, dental care, eye check-ups, and more. Visit the [Medi-Cal Providers](#) website for information on how to access fee-for-service billing, transaction, and support services.

## Medi-Cal Resources



[Medi-Cal Rates](#): Lists the maximum reimbursement rates payable by the Medi-Cal Program.



[Medi-Cal Subscription Service \(MCSS\)](#): keeps you up-to-date on the latest [Medi-Cal news](#).



[Medi-Cal Fraud Hot Line](#): To report Medi-Cal fraud, waste, or abuse, call **(800) 822-6222**. The call is free, and the caller may remain anonymous.



[Telephone Service Center](#): Billing support for providers at **(800) 541-5555** (Mon-Fri, 8 a.m. to 5 p.m.).



[Medi-Cal](#): User-friendly website with information about Medi-Cal, including benefits and eligibility.



[Covered California](#): California's health insurance marketplace for clients to compare insurance plans or see if they qualify for free or low-cost Medi-Cal.

## Medi-Cal Manual Resources



[Part 1: Medi-Cal Program and Eligibility Manual](#)



[Part 2: Clinics and Hospitals Manual](#)

The following sections are particularly relevant for Family PACT providers:



[Part 2: Family Planning \(fam planning\)](#)



[Part 2: Medi-Cal Minor Consent Services \(medi cal minor\)](#)



[Part 2: Modifiers: Approved List \(modif app\)](#)



[Part 2: Pathology: Billing and Modifiers \(path bill\)](#)

# Medi-Cal Learning Portal

The [Medi-Cal Learning Portal](#) offers Medi-Cal providers and billers self-paced online trainings about billing basics, policies, procedures, new initiatives, and upcoming changes to the Medi-Cal Program. These free support services are structured to help providers understand billing policies and processes, and learn how to submit Medi-Cal claims for payment using manual and electronic billing systems.

Trainings include:



## [Provider Online Trainings:](#)

- » Medi-Cal Seminars
- » Billing and Coding Webinars
- » Recorded WebEx Trainings
- » E-Learning Tutorials
- » [Job Aid](#) or [User Guide](#)



## [Provider Field Representatives](#)

Provider Field Representatives throughout California are available to visit providers in their offices for billing assistance or to provide customized training workshops to office staff at no charge. Request an on-site visit by calling the Telephone Service Center (TSC) at **(800) 541-5555**.



## [Provider Training Events](#)

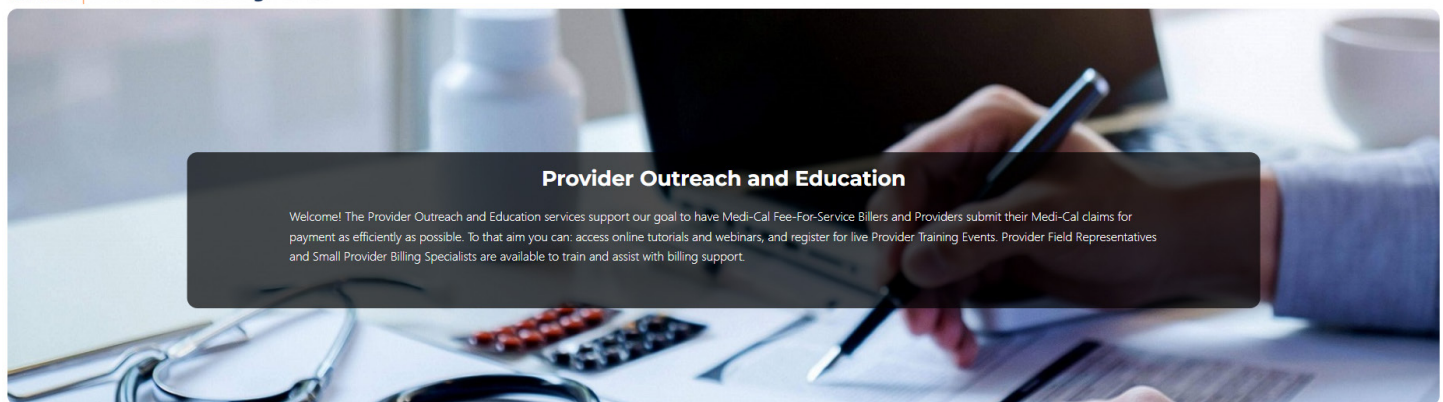
Learn basic and advanced billing at free events held throughout California. Register using the [Events Calendar](#).



## [Small Provider Billing Assistance and Training Program](#)

Receive free one-on-one billing assistance from our Small Provider Billing Assistance and Training Program and Training Program Specialists. Providers who submit fewer than 100 claim lines per month can receive training for one year by calling **(916) 636-1275**.

### Medi-Cal Learning Portal



#### [Provider Training Events](#)

Learn basic and advanced billing at free events held throughout California. Learn how to register using the [Event Calendar](#) in this [short video](#). The [Medi-Cal Provider Training Worksheets](#) are also available for download.



#### [Provider Online Training](#)

Explore online training in the Medi-Cal Learning Portal (MLP), an easy-to-use learning center, offering various types of billing assistance training. First-time users must complete a one-time registration. To get started refer to the [Job Aid](#) or [User Guide](#) for detailed instructions.

\*Google Chrome is the recommended web browser for Medi-Cal Learning Portal. [System Test Tool](#)



#### [Provider Field Representatives](#)

Provider Field Representatives throughout California are available to visit providers in their offices for billing assistance or to provide customized training workshops to office staff at no charge. Request an on-site visit by calling the Telephone Service Center (TSC) at 1-800-541-5555.



#### [Small Provider Billing Assistance and Training Program](#)

Receive free one-on-one billing assistance from our Small Provider Billing Assistance and Training Program and Training Program Specialists. Providers who submit fewer than 100 claim lines per month can receive training for one year by calling the Small Provider Billing Assistance and Training Program and Training Program, at (916) 636-1275.

# Medi-Cal Rx

Pharmacy benefits and services under Medi-Cal including those provided through the Family PACT program are administered by the Department of Health Care Services (DHCS) through the fee-for-service delivery system. Together, these benefits and services are known as Medi-Cal Rx. This includes all pharmacy services billed as a pharmacy claim. It **does not** include pharmacy services billed as a medical (professional) or clinic-dispensed, or institutional claim.



[Family PACT Pharmacy Formulary](#): Lists medications and contraceptive supplies covered by Family PACT.



[Medi-Cal Rx Website](#): Provides the administration of Medi-Cal pharmacy benefits, including Family PACT, through the fee-for-service delivery system.



[Medi-Cal Rx Instructional Flyer](#): Directs providers to the Family PACT Pharmacy Formulary and Medi-Cal Rx.



[Medi-Cal Rx Secured Provider Portal](#): Allows enrolled providers to access pharmacy benefit information, submit prior authorizations, check claim status, and manage patient prescription needs.



[Provider Manual](#): Links to the most updated version of the Medi-Cal Rx Provider Manual.



[Find a Pharmacy](#): Locates a Medi-Cal Rx pharmacy nearest to a specific location, city, or zip code.



[Contract Drugs and Covered Products Lists](#): Enables Medi-Cal Rx users to search and view all medications and products covered by Medi-Cal Rx, including details on formulary status, prior authorization, and clinical requirements.



[Medi-Cal Rx Drug Look Up](#): Search for covered medications, view formulary status, and check prior authorization or clinical requirements.



[Medi-Cal Rx Bulletin and News](#): Provides updates, announcements, and policy changes for pharmacies and providers participating in the Medi-Cal Rx program.



[Medi-Cal Rx Subscription Service](#): Enables Medi-Cal Rx users to sign up to receive subject-specific emails for urgent announcements and other updates shortly after they post to the Medi-Cal Rx Web Portal.



[Frequently Asked Questions \(FAQs\)](#): Provides answers to the most common questions about Medi-Cal Rx and its benefits.



[System Status](#): Gives a real-time system status update on Medi-Cal Rx as an early warning system for any widespread problems that may impact providers.



[Medi-Cal Rx Customer Service Center](#): Serves as a 24/7 hotline service available where Medi-Cal Rx members and providers can call **(800) 977-2273** or email [Medi-CalRxEducationOutreach@magellanhealth.com](mailto:Medi-CalRxEducationOutreach@magellanhealth.com) for any questions regarding Medi-Cal Rx.