

CRA-NACDS Webinar Q&A

What is the minimum information needed to look up beneficiary information on the Medi-Cal Rx Secured Provider Portal?

Beneficiary eligibility search requires the beneficiary's last name, first name, date of birth, and gender. Patient address is not needed. Beneficiary eligibility may be accessed using the Medi-Cal Rx Secured Provider Portal or call the Customer Service Center. If calling the Customer Service Center, the beneficiary address must be verified for a representative to release beneficiary information.