



CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 15-009

Issue Date: May 19, 2015

Provider Identification Number (PIN)

The Provider Identification Number (PIN) is the secret code that is used as validation of an enrolled provider’s identity whenever the provider needs to access and transmit information to and from the Medi-Cal program. All Medi-Cal providers should have access to their permanent PIN. Providers without access to their permanent PIN can obtain a temporary PIN by contacting the Point of Service (POS) Internet/Help Desk at (800) 427-1295.

To request a new, copy, or forgotten PIN, providers must submit a formal PIN request letter on clinic letterhead and include the following:

1. The nature of your request
2. Provider Name (Clinic name)
3. Provider Address
4. Department of Health Care Services (DHCS) Provider Number (4-digit)
5. National Provider Identifier (NPI) for the program
6. Program Head’s signature

The PIN Request letter may be either emailed to: ProviderFile@dhcs.ca.gov or sent by mail to:

Department of Health Care Services
County Claims Customer Services Section (MedCCC)
1500 Capitol Avenue, MS 2704
PO Box 997413
Sacramento, CA 95899-7413

All inquiries about PIN should be directed to the Telephone Service Center (TSC) at (800) 541-5555 or the POS Help Desk at (800) 427-1295.

We’re working for you...

If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

