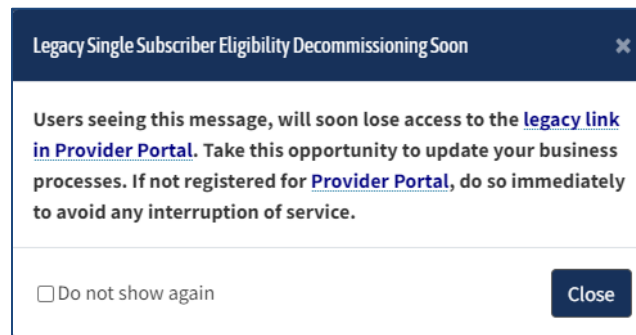


## NEW MESSAGE ON MEDI-CAL ELIGIBILITY WEBSITE

Recently, providers have reported seeing a new pop-up message on the Medi-Cal website when logging in to verify eligibility. This message advises users that the website used to verify eligibility for individual Medi-Cal recipients (Single Subscriber Eligibility) will be decommissioned and that users must register for Medi-Cal’s Provider Portal in order to verify eligibility ongoing. A screenshot of the message is below.



The State confirmed that the message above is appearing on the Medi-Cal website for everyone who uses the site to verify eligibility. Although all Medi-Cal providers are getting this message, Medi-Cal Provider Portal accounts are not available for Short-Doyle/Medi-Cal (SDMC) providers at this time. No action is needed in relation to the Medi-Cal Provider Portal.

***Agencies should not sign up for the portal at this time.***

SDMC providers will not be found on the Medi-Cal Provider Portal using either their four (4) digit SDMC provider number or their National Provider Identifier (NPI) for the service location. As a result, providers will not be able to register. SDMC providers should not lose access to the legacy Single Subscriber Eligibility website until specialty mental health providers are able to access the Medi-Cal Provider Portal. Providers may continue using the Medi-Cal website to verify eligibility by dismissing the message and entering the individual’s information as usual.

The implementation timeline for SDMC providers has not been set; however, the State advised SDMC providers to be on the lookout for an e-mail or a letter from Medi-Cal about their Provider Portal. That communication will include a date when access to the legacy site will end. The Central Business Office (CBO) will provide more detail about what is needed as it becomes available. Notify CBO if the letter is received prior to DMH issuing instructions.