

REGISTERING TO VERIFY ELIGIBILITY ON THE MEDI-CAL PROVIDER PORTAL

The California Department of Health Care Services (DHCS) is sunsetting direct access to the website used to verify Medi-Cal eligibility. Beginning July 8, 2025, online eligibility verification will only be available through the Medi-Cal Provider Portal. Specialty mental health providers must register to verify eligibility on the Medi-Cal Provider Portal.

To use the Medi-Cal Provider Portal, each location, such as Medi-Cal certified provider number, for example, 7345, must register as an organization. Individuals must be added as Users under that Organization. Each User will have their own login credentials.

Portal registration requires a DHCS-issued token along with the User ID, for example, 000007345, and the 8-digit password currently used to log in to the Medi-Cal website. DHCS mailed numeric tokens to the address on file for each location, including registration instructions and other important information about the Portal. Locations that did not receive the letter or want to begin before the token arrives can call the Medi-Cal Telephone Service Center at 1-800-541-5555 to receive an electronic token instead.

Tokens expire 30 days from the date it was issued. Once a location receives a token, choose an Administrator and use the token to register the location as an Organization at <https://provider-portal.apps.prd.cammis.medi-cal.ca.gov/provider-portal>. Individuals can be added as Users after the Organization is registered.

Each person using the Medi-Cal Provider Portal must register and create their own password. The Portal uses One-Time Passcodes as well as Passkeys to enforce unique logins. Users must provide a telephone number at registration to receive the One-Time Passcode.

Please note that although the Portal is home to many electronic transactions and claiming functions, Short-Doyle/Medi-Cal specialty mental health providers will only use the Portal for eligibility transactions: Single Subscriber Eligibility, Multiple Subscriber Eligibility, Share of Cost transactions, Batch Eligibility, and electronic 270/271. All Legal Entity and Fee-for-Service contracted providers will continue billing Medi-Cal through and receiving the electronic Health Care Claim Payment and Remittance Advice Files (835s) from the Department of Mental Health (DMH).

From now until July 7, 2025, providers will be able to continue using the legacy Medi-Cal website until their Portal registration is complete. Providers who have not completed registration by that date must use methods other than the legacy website to verify Medi-Cal eligibility. After July 7, 2025, the legacy Medi-Cal website will no longer be accessible.

If you have questions about the Medi-Cal Provider Portal or need assistance with registration, please contact the Medi-Cal Telephone Service Center at 1-800-541-5555.