



Medi-Cal Rx

Customer Service Center (CSC)

Main Menu Prompt Options

Medi-Cal Rx Toll Free Number: 1-800-977-2273

Main Menu Prompt Options

Voice Prompt: "Please select from the following menu:"

- Press or say **1** For **Beneficiary** support
- Press or say **2** For **Pharmacy** support – see **Secondary Menu Prompt Options**
- Press or say **3** For **Prescriber** support – see **Secondary Menu Prompt Options**
- Press or say **4** If you are an authorized representative from a **Managed Care Plan**
- Press or say **7** If you are a **TTY** Caller
- Press or say **8** For all **Other** calls

Secondary Menu Prompt Options

If Option 2 – Pharmacy Support is Selected

Enter **Pharmacy NPI** – Pharmacy Authentication

- Press **1** For **Claim Inquiry**
 - Enter Rx#** System will provide information about the claim
 - Hang Up** If call **complete**
 - Press 4** To **speak with an agent** with an option to leave a voicemail
- Press **7** For **Something Else** Call will route to agent with an option to leave a voicemail

If Option 3 – Prescriber Support is Selected

Enter **Prescriber NPI** – Prescriber Authentication

- Press **1** For **Claim Inquiry**
 - Enter first 8 digits of Cardholder ID & DOB** Beneficiary authentication then route to agent with an option to leave a voicemail
- Press **7** For **Something Else** Call will route to agent with an option to leave a voicemail