



What Members Need to Fill Prescriptions

Important changes for Medi-Cal Rx members include the following:

- It is highly recommended that members bring either their Benefits Identification Card (BIC), Client Index Number (CIN), or Health Access Program (HAP) card so the pharmacy can successfully bill for medications. See *Figure 1*.

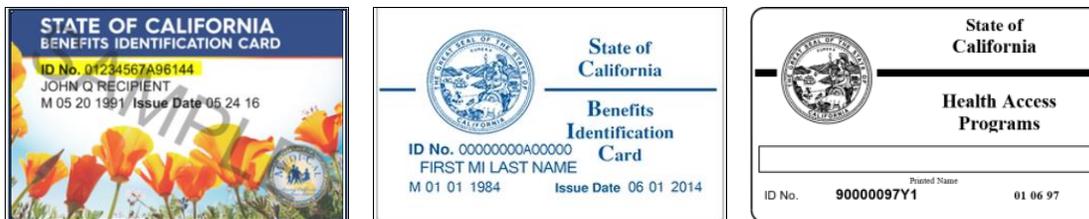


Figure 1: Required Identification Card Examples

- Members *cannot* use their Managed Care Plan (MCP) ID card.

- » There is no Medi-Cal Rx card.
- » Members must use either their BIC, CIN, or HAP card number.

How to Get a Replacement BIC or CIN Card

- Members can obtain a new BIC or CIN by contacting their local [county social services office](#).

How to Get Member Eligibility Details

- Registered providers can look up member eligibility or obtain a BIC by either logging into the [Medi-Cal Rx Provider Portal](#) or calling the Customer Service Center (CSC) at 1-800-977-2273. Customer Service Representatives (CSRs) are available 24 hours a day, 7 days a week, 365 days per year.
- Another option is to check eligibility through the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. AEVS is available seven days a week from 2 a.m. to 12 a.m. PT. Once in AEVS, select from the options described in the [AEVS main menu prompt options](#).

- » A HAP member ID number is not available via CSC or AEVS.
- » The member's Social Security number can be used to obtain a member ID number via CSC or AEVS.