Customer Service Center (CSC) Main Menu Prompt Options

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

Voice Prompt: Please select from the following menu:	
Press or say **1**	For **Beneficiary** support
Press or say **2**	For **Pharmacy** support
Press or say **3**	For **Prescriber** support
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 **Rejected Claim Inquiry**	
	Enter Rx#	System will provide information about the rejected claim
	Hang Up	If call **complete**
	Stay on the line	To **speak with agent** with an option for callback or voicemail
Press **2** or silent	For **Other Inquiry**	
	Press **1**	For inquiry about **Beneficiary**
	Enter first 8 digits of Cardholder ID & DOB	Beneficiary Authentication then route to agent with an option for callback or voicemail
	Press **2**	For **Other**, inquiry call will route to agent with an option for a callback and voicemail
If Option 3 – Prescriber Support is Selected		
Enter **Prescriber NPI** – Prescriber Authentication		
Press **1**	For inquiry about **Beneficiary**	
	Enter first 8 digits of Cardholder ID & DOB	Beneficiary Authentication then route to agent with an option for callback and voicemail
Press **2**	For **Other,** inquiry call will route to agent with an option for a callback and voicemail	