Medi-Cal Rx Provider Portal Troubleshooting and Support

February 24, 2022

Providers can resolve Medi-Cal Rx Provider Portal technical issues by utilizing the following troubleshooting tips:

- Clear the cache.

- Double-check entries are correct (e.g., proper spelling of names, correct dates, etc.).

- Remove any pop-up blockers.

- Check your organization's security settings or other restrictions.

- Clear cookies.

If you cannot resolve the issue, please either email Medi-Cal Rx Education & Outreach (E&O) at MediCalRxEducationOutreach@magellanhealth.com or call the Customer Service Center (CSC) at 1-800-977-2273. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days per year.

When emailing E&O, please provide as much detail as possible, including screenshots of the error message(s) and a description of user activity prior to the error notification.