COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
CHIEF INFORMATION OFFICE - INFORMATION SECURITY DIVISION
SYSTEMS ACCESS UNIT

MEDI-CAL VERIFICATION INFORMATION SHEET

Medi-Cal eligibility may be verified via the State Department of Mental Health web site and POS Device.

The information provided by DMH/CIO Bureau is to assist you in getting started only. Please direct all questions to California State Department of Mental Health POS Help Desk at 800-427-1295.

I. Web site verification.
   Provider must have a State issued User ID and Pin Number. User ID and Pin Number are issued at the time of Medi-Cal certification.

   • Go to http://www.medi-cal.ca.gov
     1. At Home Page - Click Transaction Tab.
     2. Type User ID - five leading zeros and Provider Number.
     3. Using the Mouse, Click in Password Box
     4. Type Password (Pin Number)
     5. Click Submit
     6. At Transaction Service screen, move mouse to Determine Patient’s Eligibility (select one: Single subscriber or Multiple subscriber)
     7. Type required information and Submit.

HOW TO REQUEST PASSWORD/PIN NUMBER

• Upon medi-cal certification, the State mails the POS PIN number to the Provider.
  o Replacement PIN request
    ▪ Contact DMH/Chief Information Office Bureau/ Help Desk (213) 351-1335
II. Point of Service (POS) DEVICE

The Medi-Cal-supplied POS device has swipe capabilities for all plastic identification cards associated with Medi-Cal programs.

HOW TO REQUEST POS DEVICE

- Go to [http://www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)
- Click on Publications Tab
- Move the mouse on Provider Manual (3rd bullet on left) click once
- Click on Allied Health (center of screen)
- In the Search Box type POS then click on Go
- Click on and print all three (3) of the following

1. Medi-Cal Point of Service (POS Network Agreement Point)
2. Point of Service (POS) Device Usage Agreement Point
3. MEDI-Cal Eligibility Verification Enrollment Form

AEVS, a touch-tone telephone system, is also available. That information may also be obtained from the web site or POS Device Help Desk.