State of California
Department of Health Care Services

# Provider Portal: Registration User Guide

California Medicaid Management Information System

V 1.4

October 2026

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# Overview

The purpose of this user guide is to provide step-by-step instructions for how to register as a provider or submitter in the Medi-Cal Provider Portal.

# Register a Provider Organization

Providers must first select an administrator to represent their organization. This administrator will register the organization in the Medi-Cal Provider Portal and create an account for the organization. A secure token is sent by hard-copy (paper) letter to the pay-to address on file with Medi-Cal. **It must be used within 30 days of the date it is issued or it will expire**. Alternatively, you may call the Telephone Service Center (TSC) at 1-800-541-5555 (Monday to Friday, 8 a.m. to 5 p.m., except for holidays) to obtain a new secure token. Once an appropriate person has been selected as the Provider Portal Administrator, and has received the token, the steps below should be followed.

1. From the Medi-Cal Providers website, select **Login to Provider Portal**.

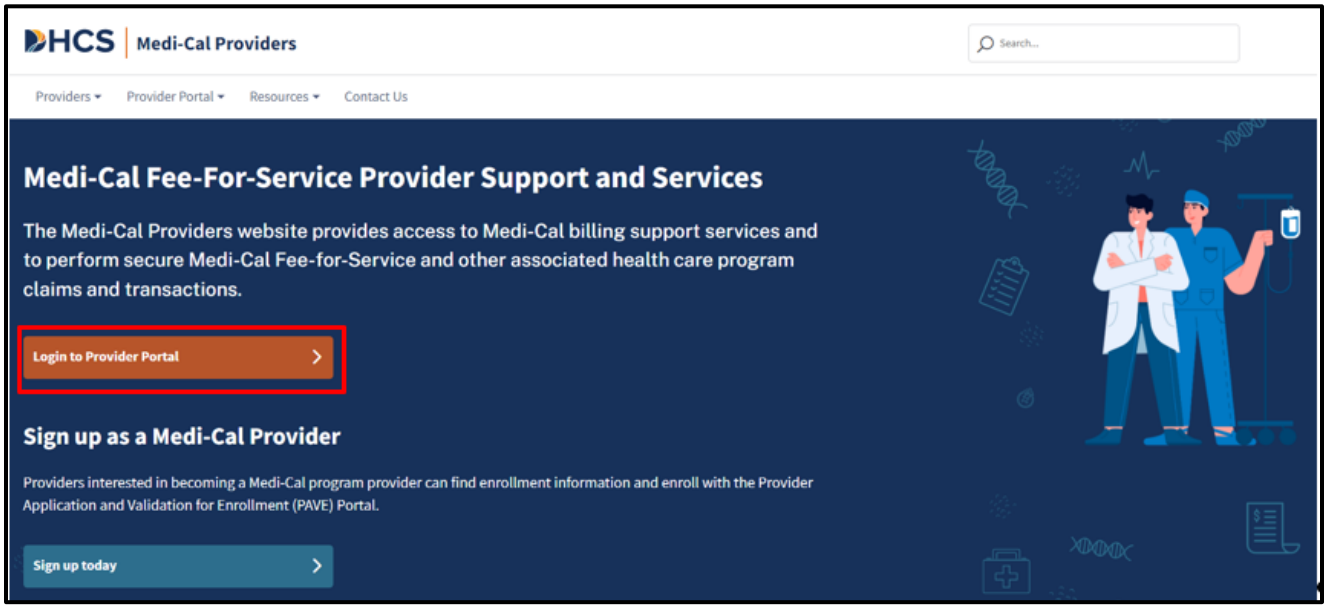


**Figure 1.1:** Login to Provider Portal Link.

2 Select **Join Medi-Cal Provider Portal**.

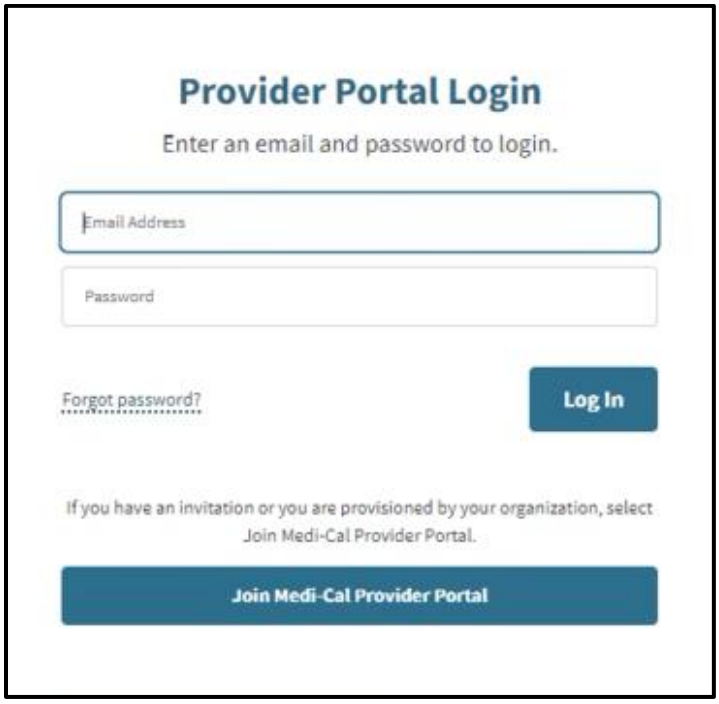


**Figure 1.2:** Join Medi-Cal Provider Portal Registration button.

3 Select **Enrolled provider organization**.

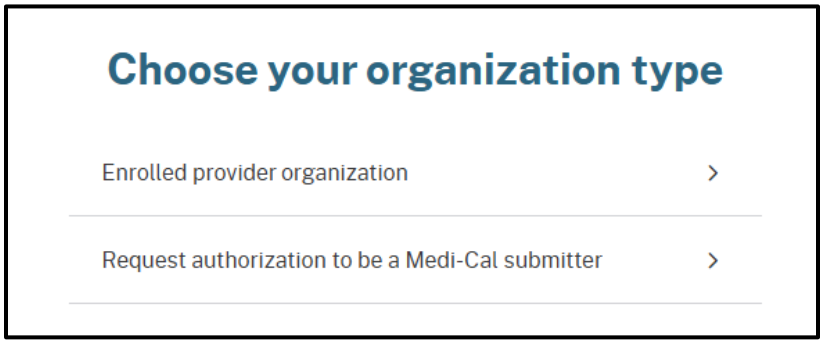


**Figure 1.3:** Choose your organization type.

4 Enter a **Secure Token ID** and click **Submit.**

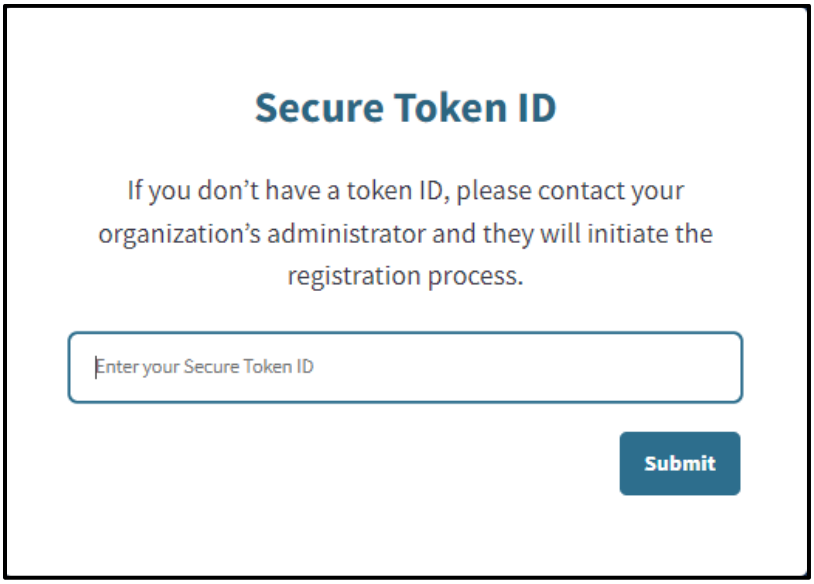


**Figure 1.4:** Secure Token ID.

5 Read the **Terms and Conditions for the Medi-Cal Provider Portal**. Select the two checkboxes and click **Next.**

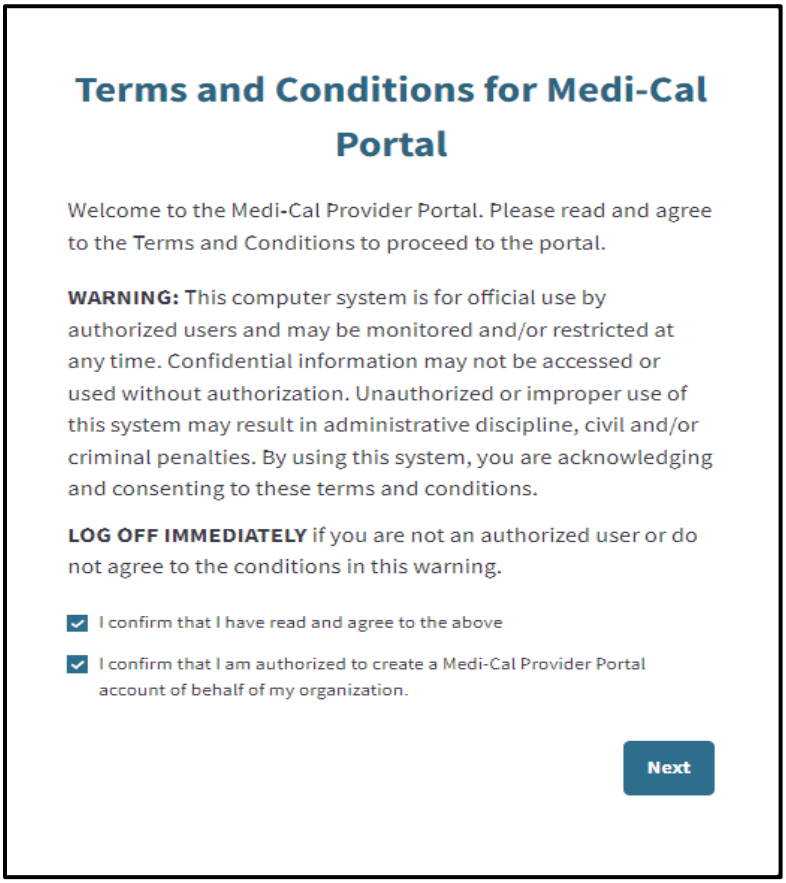


**Figure 1.5:** Terms and Conditions for Medi-Cal Portal.

6 Enter an **Email**, **First Name**, **Last Name**, **Provider Employer Identification Number/Social Security Number (EIN/SSN)**, **Provider Pay-To ZIP** associated with the EIN/SSN, **Provider Contact Email Address** and **Preferred Contact Number** to register an account.

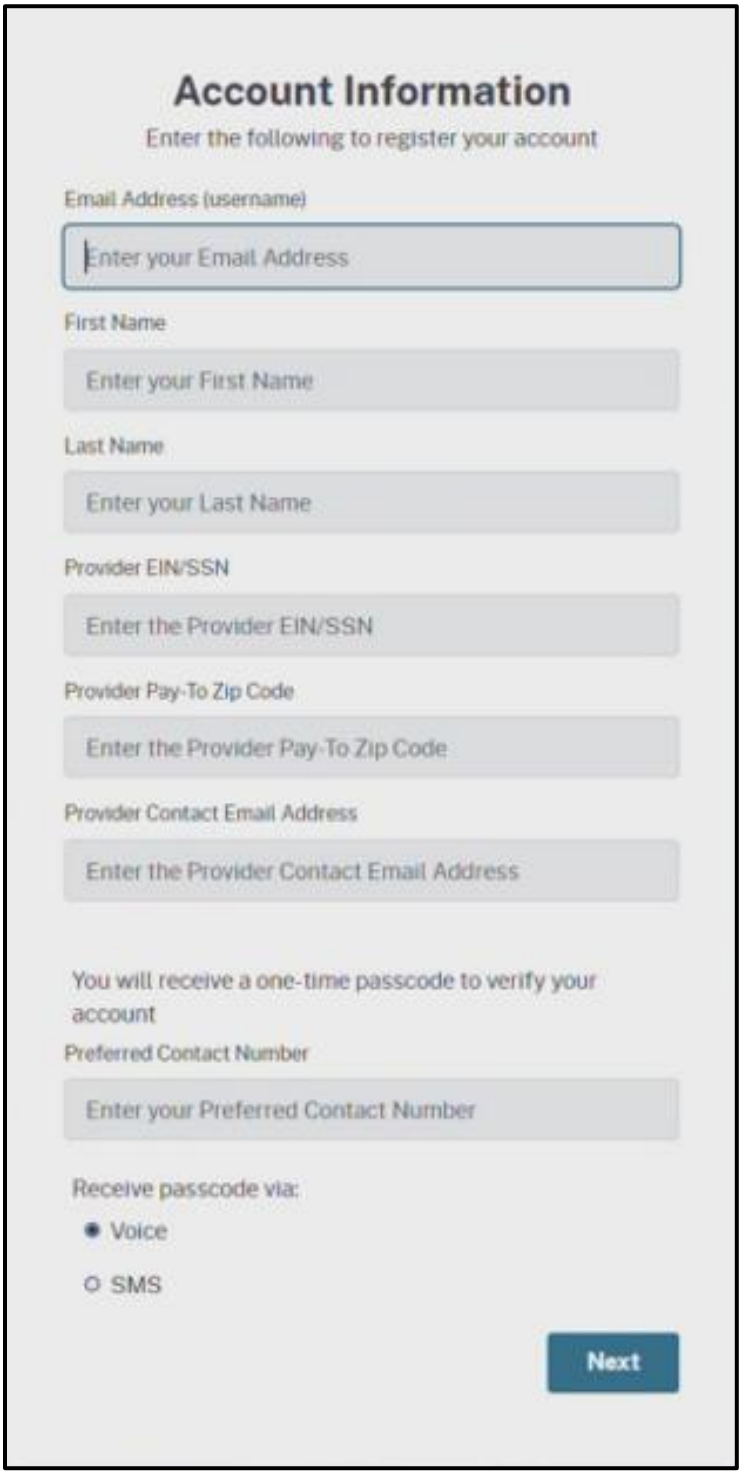


**Figure 1.6:** Account Information.

7 To verify the account, a **One-Time Passcode (OTP)** will be sent to the Administrator's phone. The Administrator will need to indicate how to receive this passcode, via SMS (text) or Voice (call). Select the method and click **Next**.

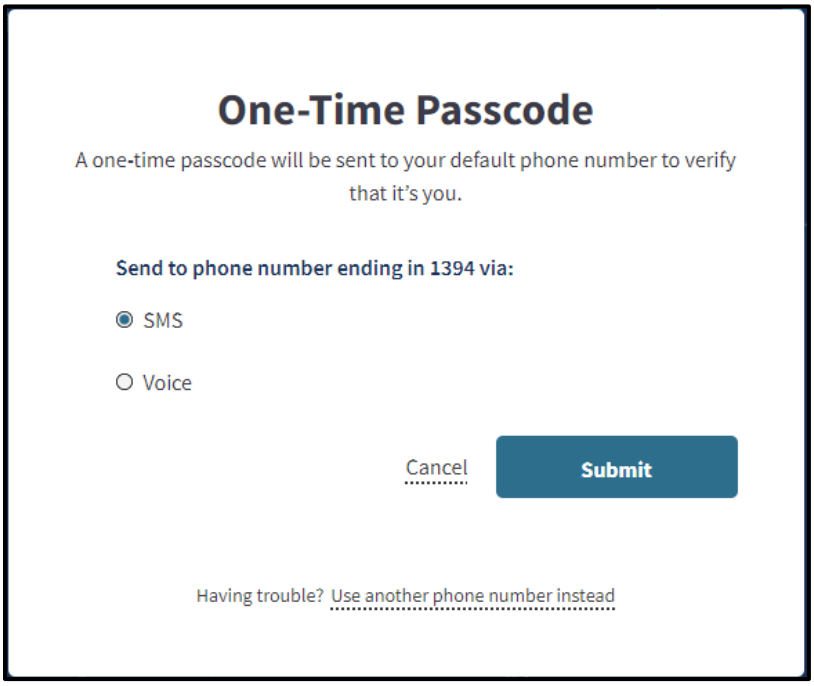


**Figure 1.7:** OTP.

8 Enter the last six digits of the **OTP** and click **Next**.

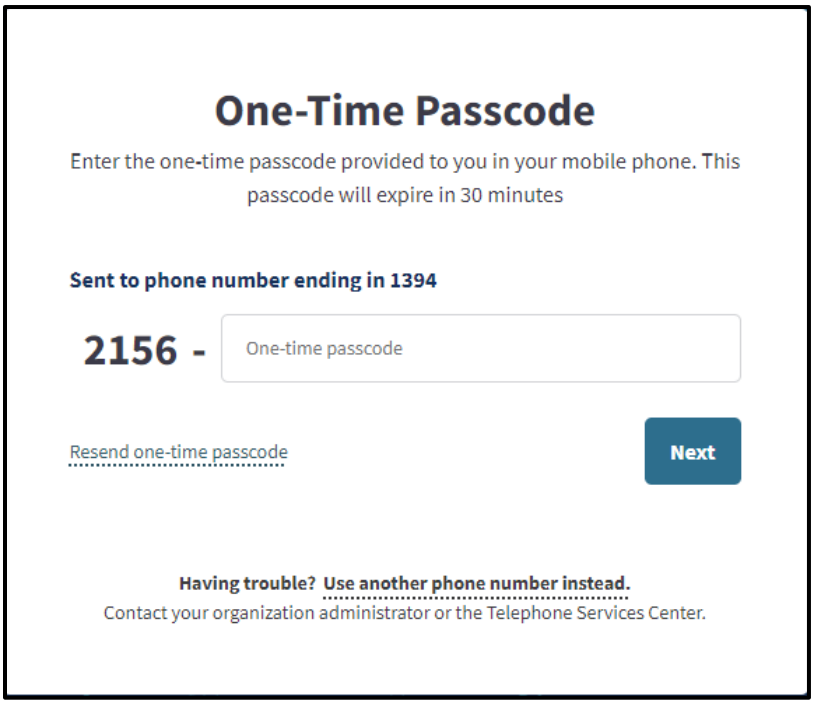


**Figure 1.8:** Enter OTP.

9 Read and agree to the **Medi-Cal Online Conditions of Use Agreement.** Select the two checkboxes and click **Next.**

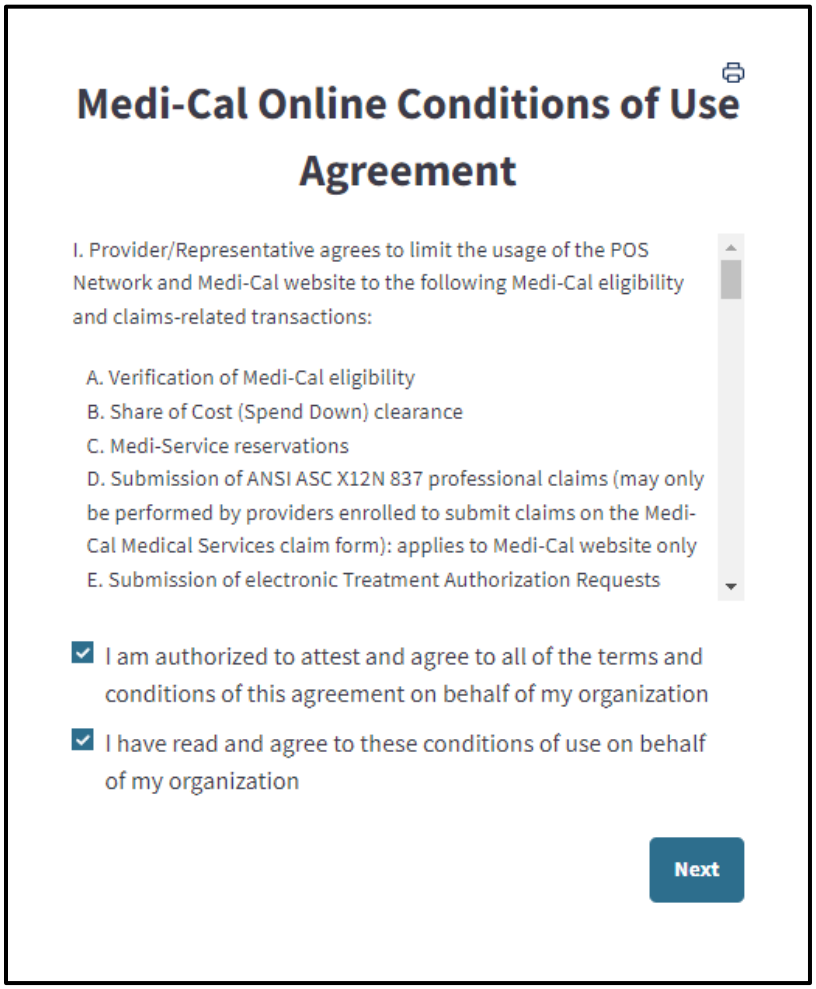


**Figure 1.9:** Medi-Cal Online Conditions of Use Agreement.

10 Once registration is complete, a notification will be sent to the email address used during sign-up to set up a password. From the email, select **Set your new password**

**Note:** **This must be done within 10 minutes, or the link will expire**. If this process is not completed within this time, the Administrator must go to the Provider Portal Login page and click **Forgot Password?** in order to gain access to the Provider Portal.

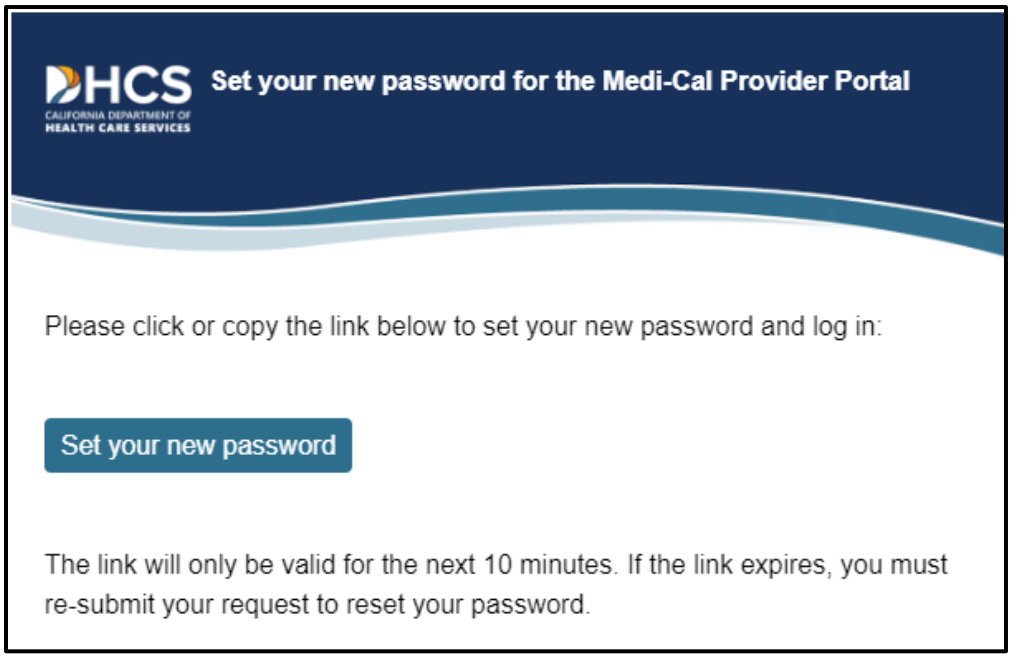


**Figure 1.10:** Set New Password Link.

11 A screen to **Create New Medi-Cal Password** display. Enter a password that aligns with the password criteria and click **Submit**.

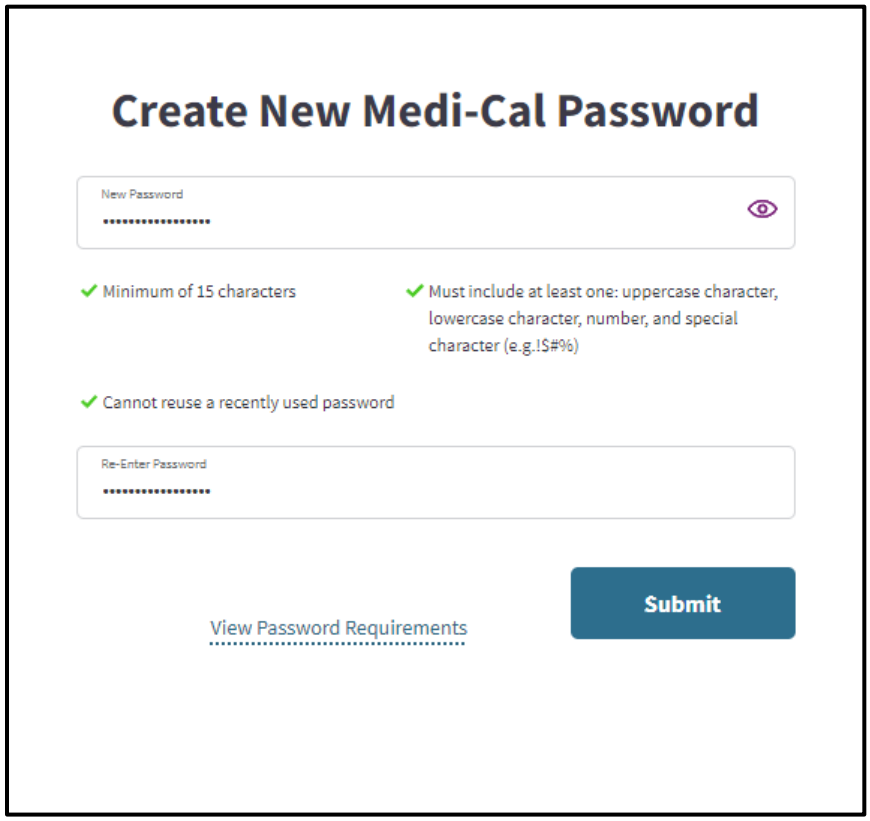


**Figure 1.11:** Create New Medi-Cal Password.

**Note**: The password must be a minimum of 15 characters and contain at least one uppercase letter, one lowercase letter, one numeral and one special character. A recently used password cannot be reused.

12 The Administrator has now successfully registered the organization and has administrative privileges to all NPIs in the organization.

# Set Passkey

After registration is complete, the **Enter User Passkey** screen will appear to create a four (4) digit passkey for additional security. Once the new passkey is entered, click **Next** to continue or click **Skip** to bypass adding a new passkey. A passkey can be set later from **My Account.**

**Note**: The passkey can be set later from the **My Account.**

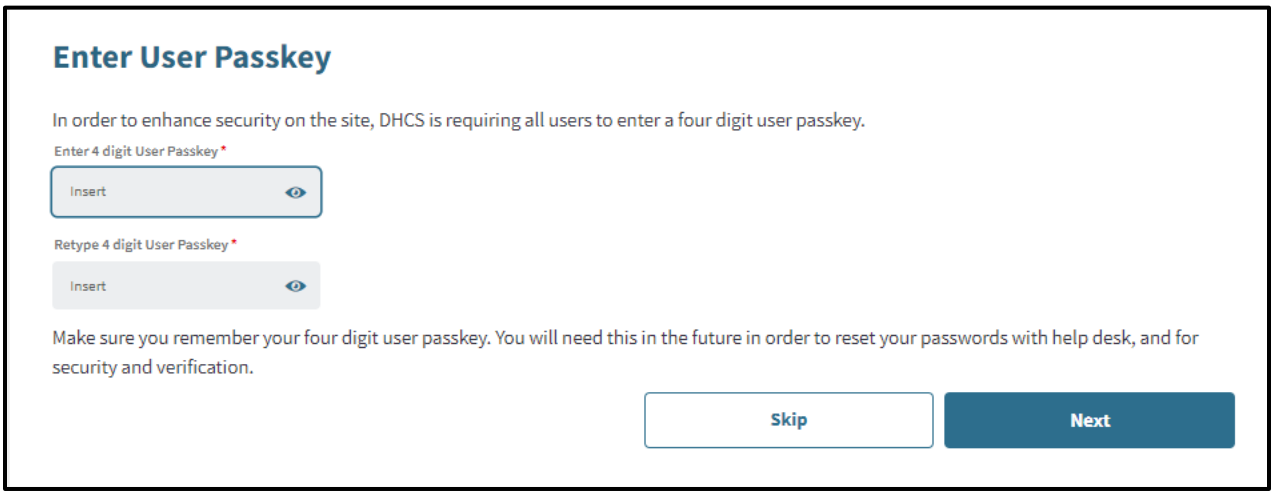


**Figure 1.12:** Enter User Passkey.

# Register a Submitter Organization

Submitters must first select an administrator to represent their organization. This administrator will register the organization in the Medi-Cal Provider Portal and create an account for the organization. Once an appropriate person has been selected as the Provider Portal Administrator, the steps below should be followed:

1. From the Medi-Cal Providers website, select **Login to Provider Portal**.

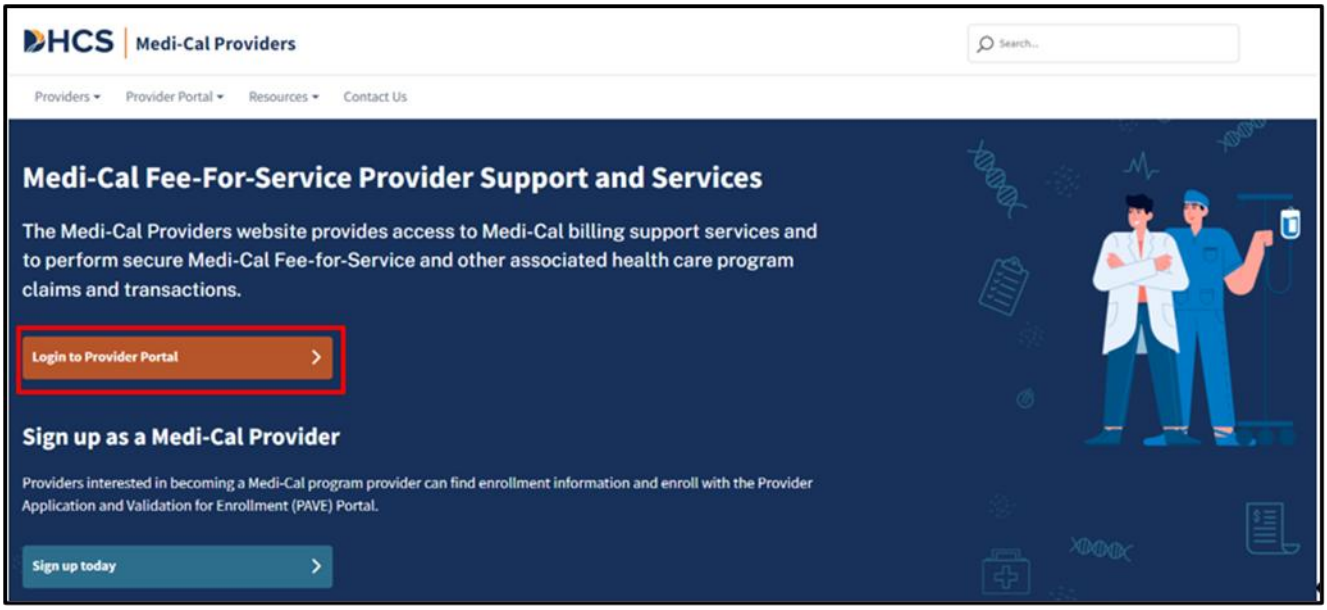


**Figure 2.1:** Login to Provider Portal Link.

2. Click Join Medi-Cal Provider Portal

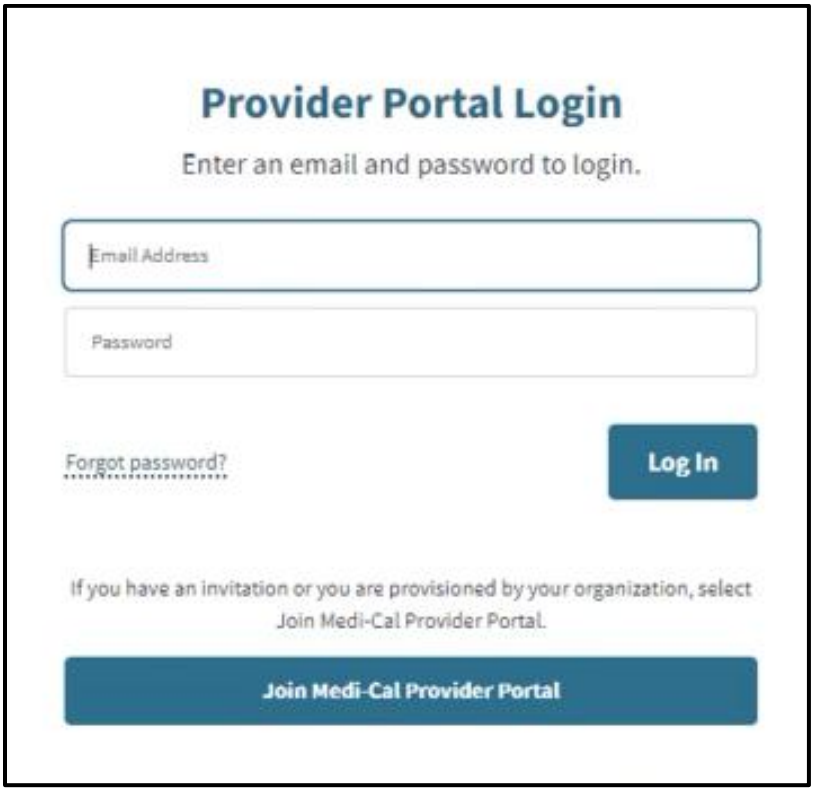


**Figure 2.2:** Join Medi-Cal Provider Portal Button.

3 Click **Request authorization to be a Medi-Cal submitter** on the **Choose Your Organization Type** screen.

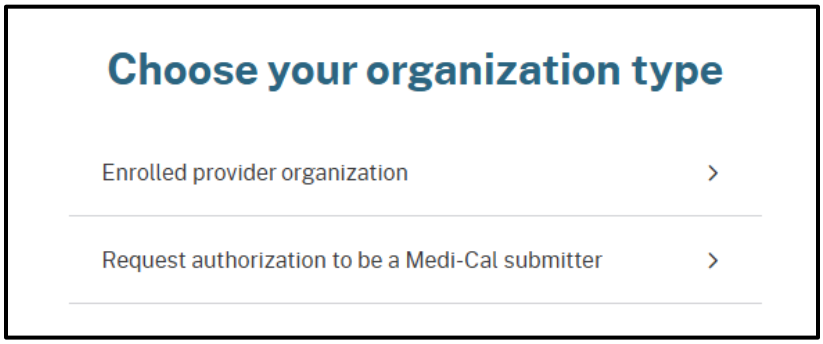


**Figure 2.3:** Choose your organization type.

4 Read the **Terms and Conditions for the Medi-Cal Provider Portal**. Select the two checkboxes and click **Next.**

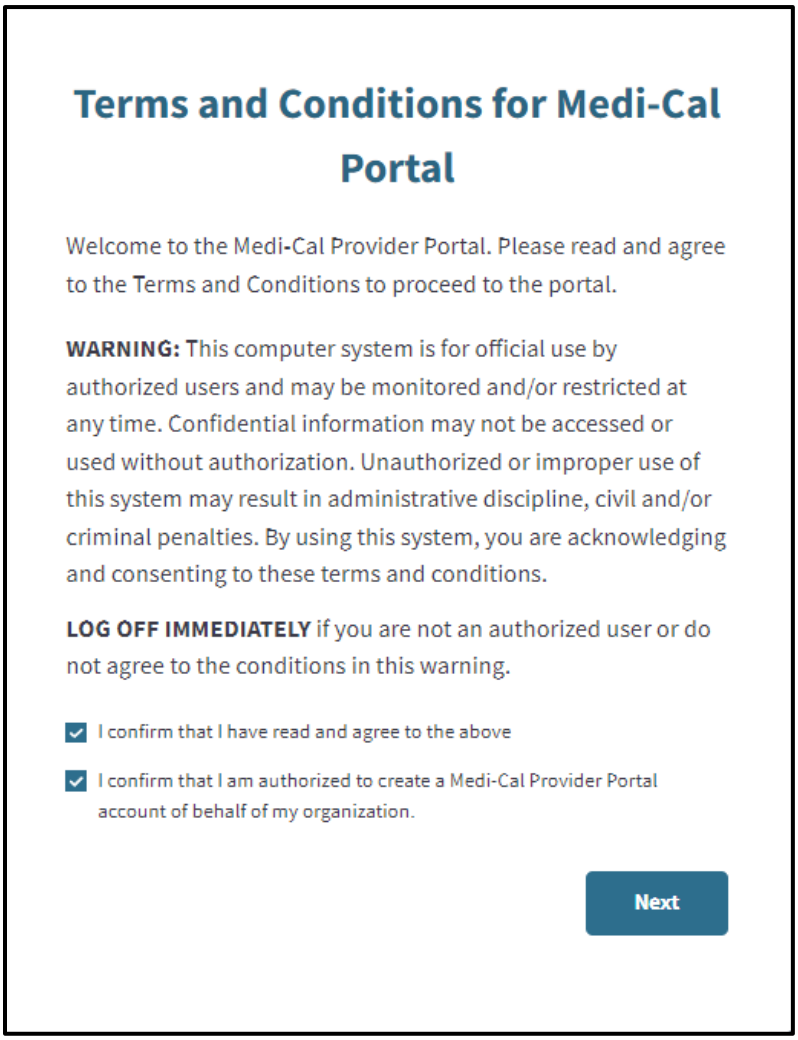


**Figure 2.4:** Terms and Conditions for Medi-Cal Portal.

5 On the **Organization Information** screen, enter the **Submitter Organization Information**, **Affiliated Provider Organization** and **Account Information.** Select SMS or Voice to receive passcode, then click **Next**.

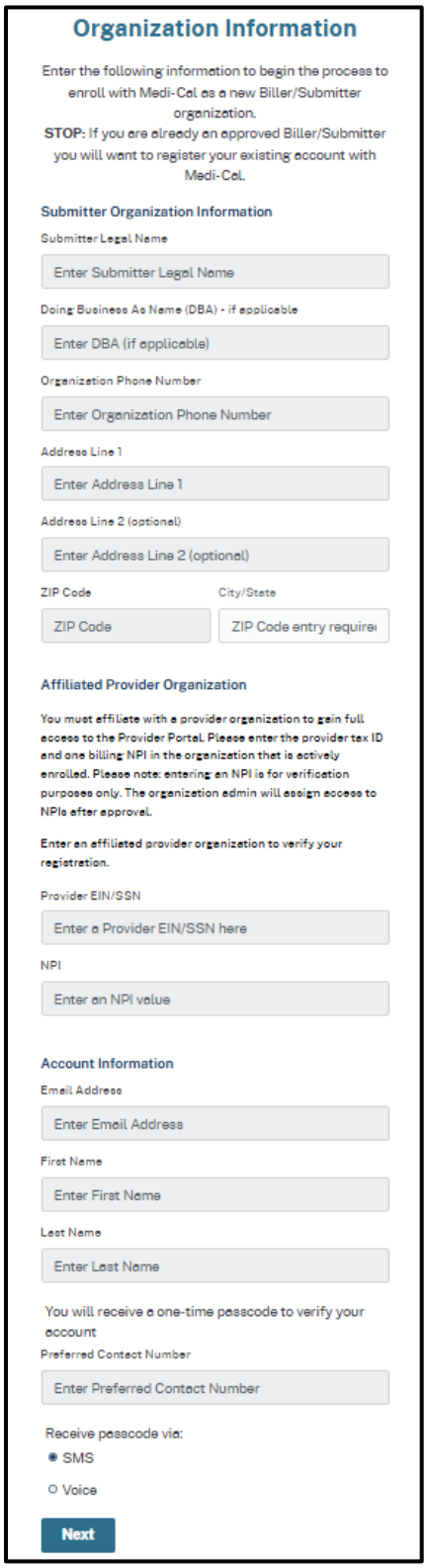


**Figure 2.5:** Organization Information.

6 Enter the last six digits of the **One-Time Password** (OTP**)** and click **Next**.

**Note**: Depending on the user's phone carrier, there may be a delay in receiving an OTP. Please wait for the OTP to be received. If ten minutes have passed and the user has not received an OTP, the user may click **Resend one-time password**.

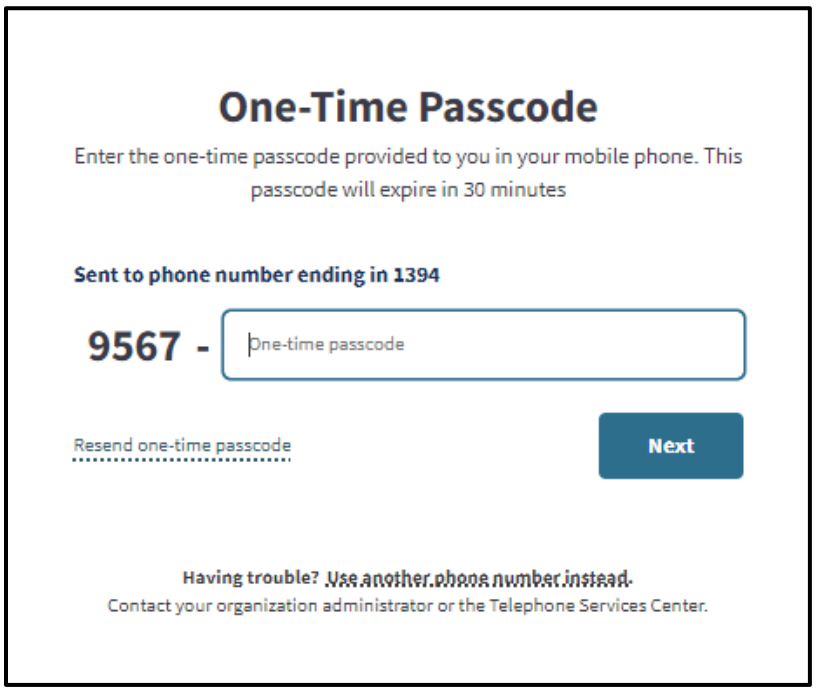


**Figure 2.6:** OTP.

7 Read and agree to the **Medi-Cal Online Conditions of Use Agreement**. Select the two checkboxes and click **Next.**

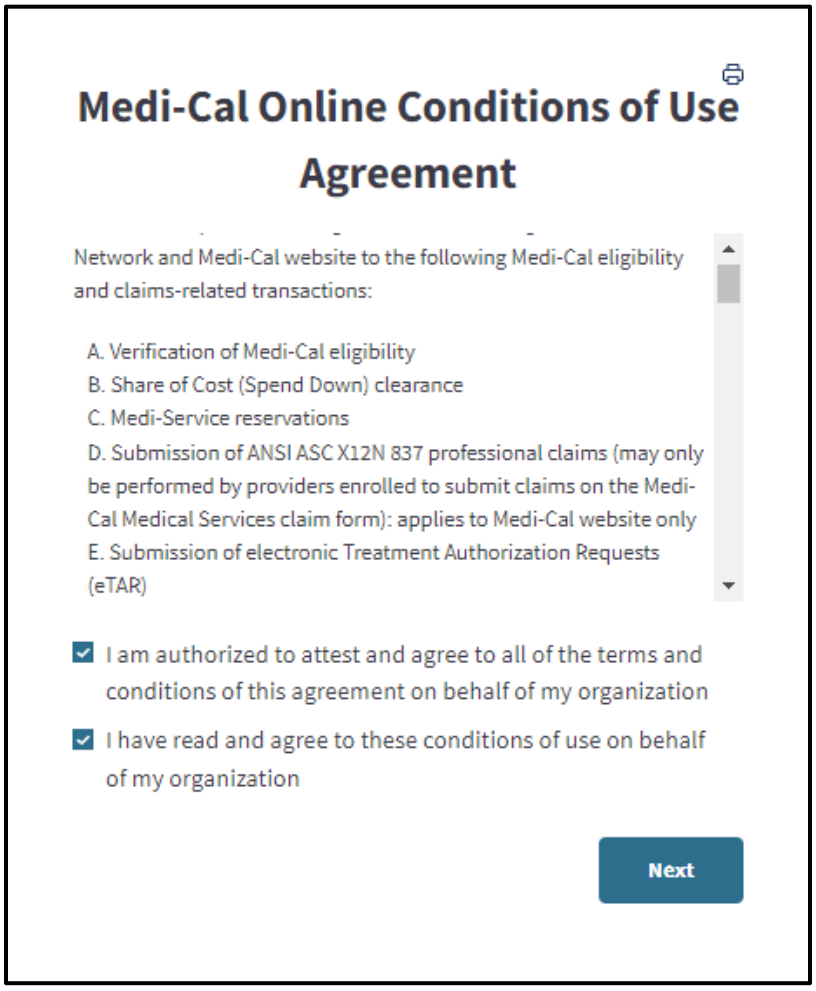


**Figure 2.8:** Medi-Cal Online Conditions of Use Agreement.

8 A screen for the *Medi-Cal Telecommunications Provider and Biller Application/Agreement* (DHCS 6153) form will appear. Read and complete the agreement form and click **Submit Agreement**.

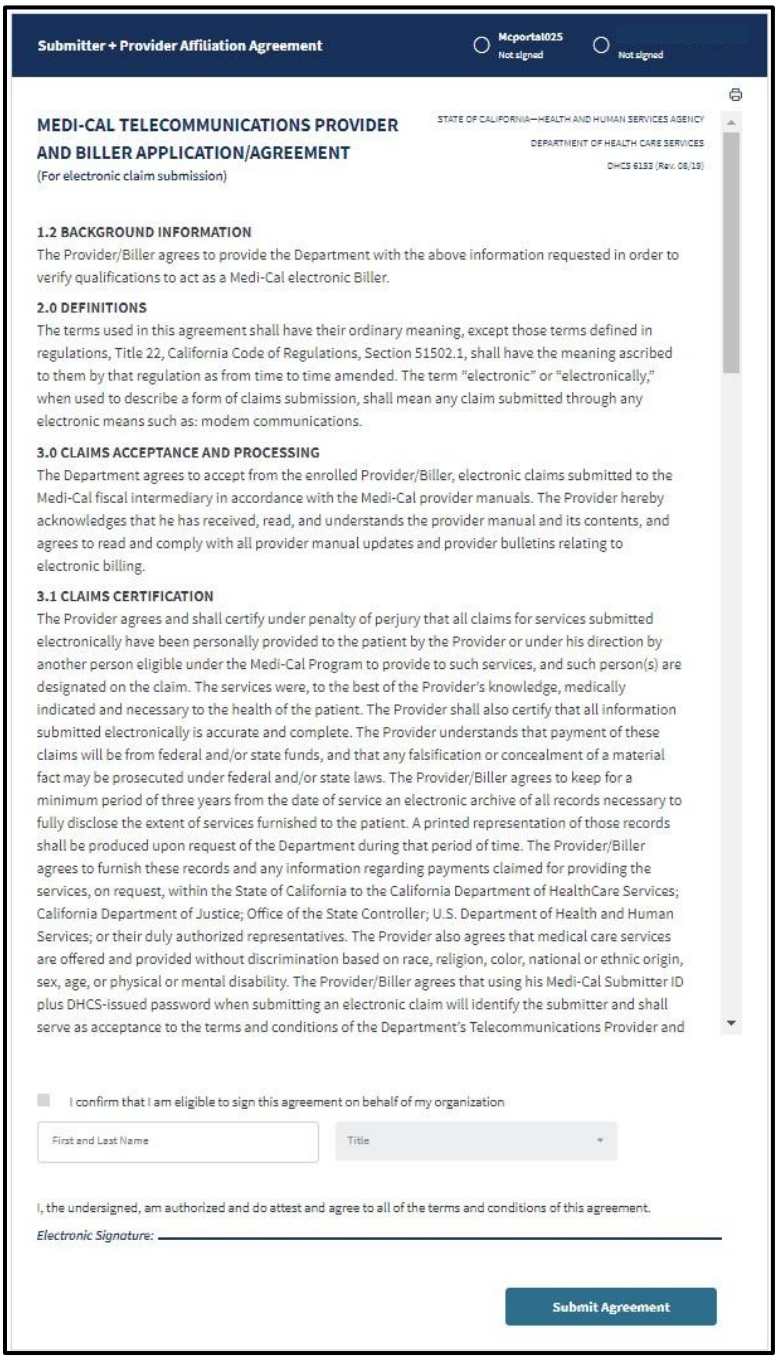


**Figure 2.9:** Medi-Cal Telecommunications Provider and Biller Application/Agreement.

9 The **Registration Complete** screen for the affiliation request will appear.

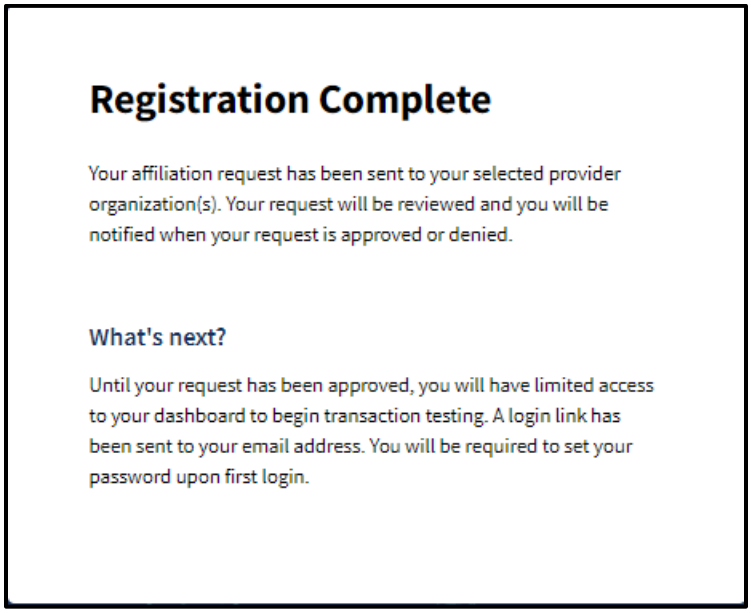


**Figure 2.10:** Registration Complete.

10 Once registration is complete, a notification will be sent to the email address used during sign-up to set up a password. From the email, select **Set your new password** to continue the registration process.

**Note:** **This must be done within 10 minutes, or the link will expire**. If this process is not completed within the 10 minutes, the Administrator must go to the Provider Portal Login page and click **Forgot Password?** in order to gain access to the Provider Portal.

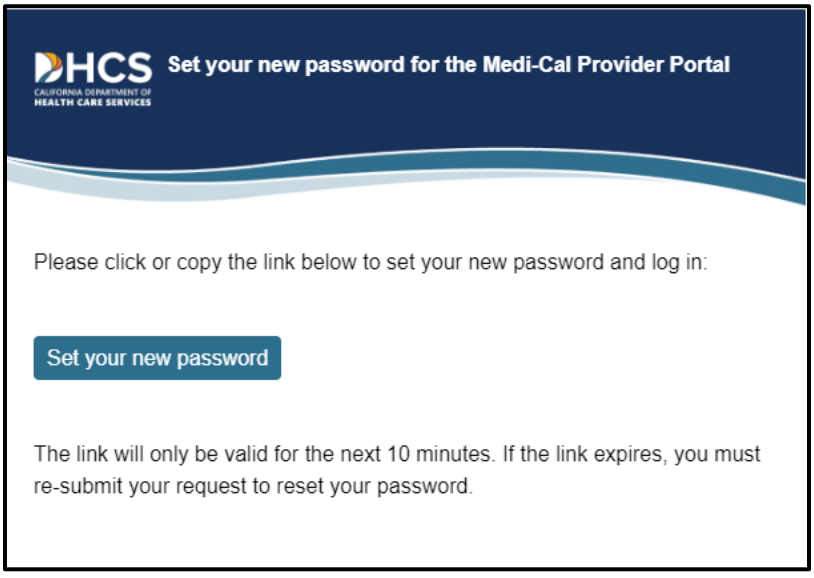


**Figure 2.11:** Set Your New Password Email Notification.

11 A screen to receive an OTP will appear. Select to receive the passcode via **SMS** or **Voice** and click **Submit**.

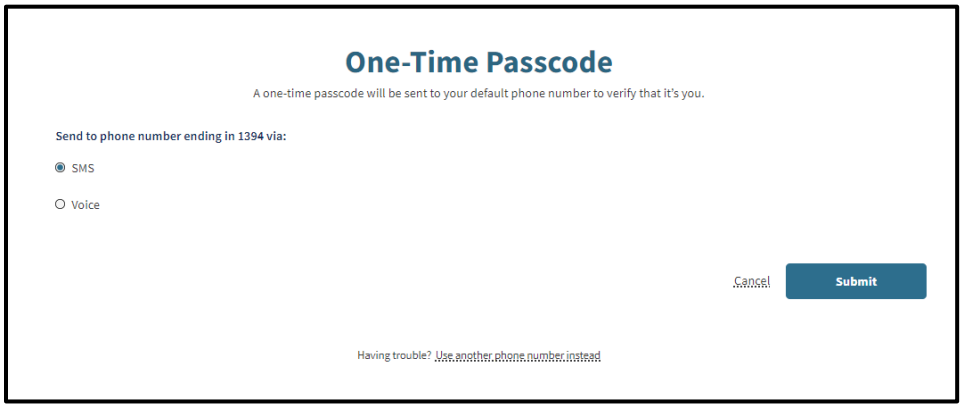


**Figure 2.12:** OTP.

12 Enter the last six digits of the OTP and click **Next**.

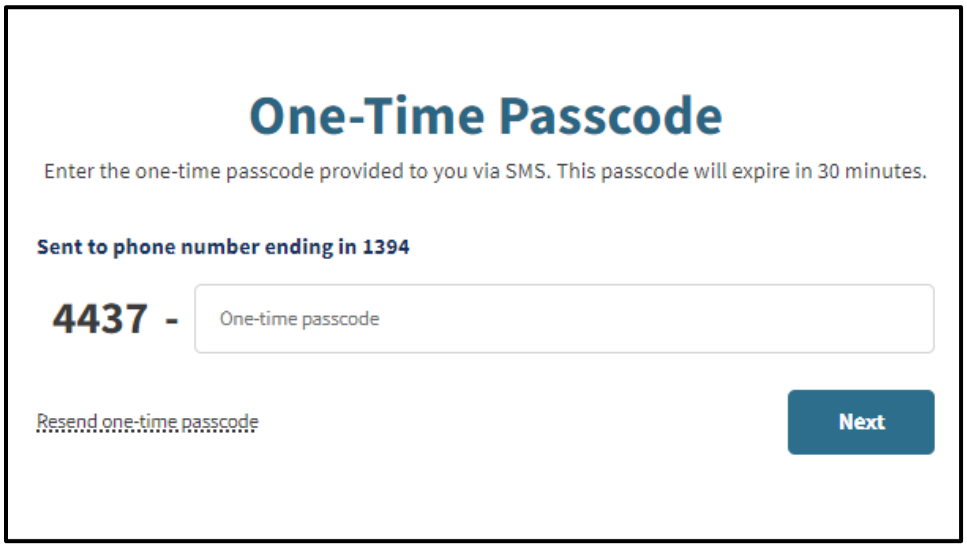


**Figure 2.13:** Enter OTP.

13 A screen to **Create New Medi-Cal Password** will appear. Enter a password that aligns with the password criteria and click **Submit**.

**Note**: The password must be a minimum of 15 characters and must include at least one uppercase letter, one lowercase letter, one numeral and one special character. A recently used password cannot be reused.

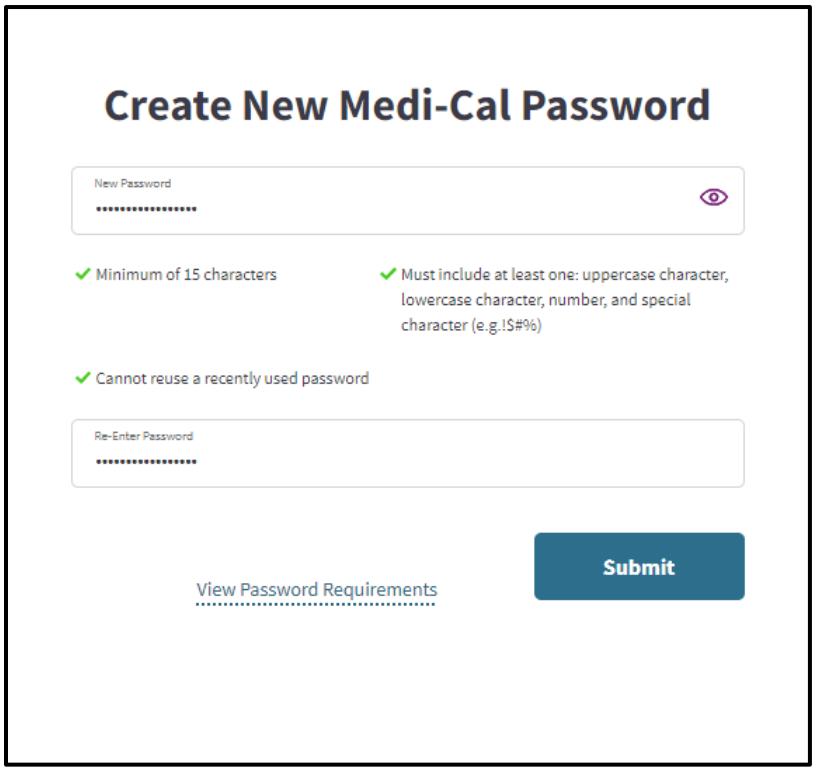


**Figure 2.14:** Create New Medi-Cal Password.

# Set Passkey

After registration is complete, the **Enter User Passkey** screen will appear to create a four (4) digit passkey for additional security. Once the new passkey is entered, select **Next** to continue or click **Skip** to bypass adding the new passkey. The passkey can be set later from **My Account**.

**Note**: The passkey can be viewed and reset later from the **My Profile and Preference** tile of the dashboard.

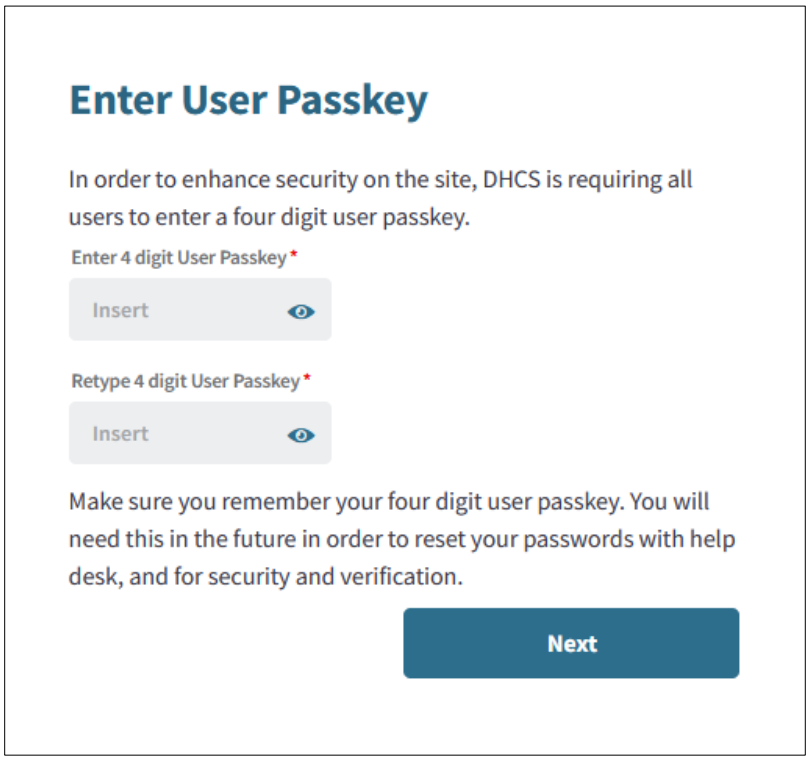


**Figure 2.15:** Enter User Passkey.

# Change Summary

| Version Number | Date | Description | Notes/Comments |
|---|---|---|---|
| 1.0 | February 2025 | Associated with Provider Portal | New Registration guide with only Provider and Submitter organization steps. |
| 1.1 | September 2025 | Account Status dashboard | User guide title change |
| 1.2 | October 2025 | User Guide Template update | Removed “Page Updated: Month Year” on each page. Changed CA-MMIS to California Medicaid Management Information System. |
| 1.3 | April 2026 | Dashboard section deleted | Section removed. |
| 1.4 | October 2026 | Updated screenshots and select information. | None |