



# **Provider Portal: Public Fee-For-Service Provider Directory User Guide**

California Medicaid Management Information System  
V 1.2  
October 2025

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# Overview

In accordance with Section 5123 of the Consolidated Appropriations Act, 2023, Medicaid agencies must update their provider directories quarterly. Providers must input information for each of their service locations that are enrolled with Medi-Cal. The purpose of this user guide is to instruct providers about how to enter their data into the Public Fee-For-Service Provider Directory in the Medi-Cal Provider Portal. The provider directory information will subsequently be published on the California Health and Human Services Open Data Portal.

# Tips and Troubleshooting

- Responses to the survey questions must correspond to the enrolled service address.
- At the start of a new quarter, the status of each service location is reset to **Needs Review**, with a yellow exclamation icon, requiring providers to review and update their information.
- Providers who have more than one National Provider Identifier (NPI) or service location have the option to download a spreadsheet from the Portal with all of the service locations in their organization, modify the data, and upload the spreadsheet to the Portal.
- The **Need Help?** drawer can be expanded to provide definitions of facility accommodation types.
- A green check mark will appear next to a service location if the provider data is uploaded successfully.
- A yellow exclamation mark will appear next to a service location if data is missing or needs to be reviewed.
- A red exclamation mark will appear next to a service location if there is invalid data that needs to be corrected.

# Access the Public Fee-For-Service Provider Directory

1. Within the NPI agreements and Settings tile on the Provider Portal Dashboard, click **Public-Fee-For-Service Provider Directory**.

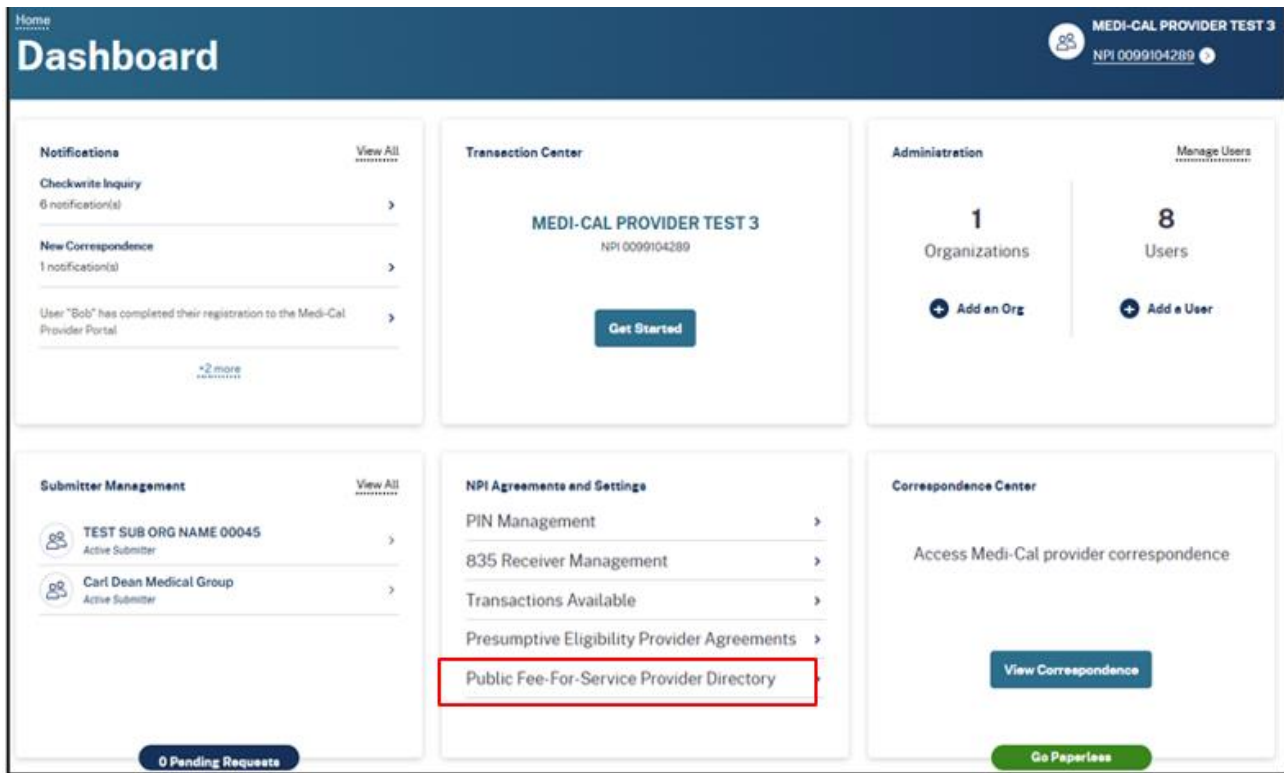


Figure 1.1: Public Fee-For-Service Provider Directory Link.

# Provider Portal: Public Fee-For-Service Provider Directory

## 2. The Provider Directory will appear

Home

**Public Fee-For-Service Provider Directory**

MEDICAL PROVIDER TEST 1  
NPI 0099897858

**Directory Questions** Edit

In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service address(es).

**Upload a File for Processing** For providers who have more than 1 service location you may download the data for all service locations in your organization, modify the data, and upload the information back in a compatible .csv format. Do not modify any read only information otherwise the upload will fail. Please follow the instructions carefully in the template provided.

Download Table CSV Drag and drop a file here, or select a file to upload .csv files only Select File to Upload

Search by Service Address, NPI or Provider Business Name

Showing 1-3 of 3 Results per page 25 | 50 | 100

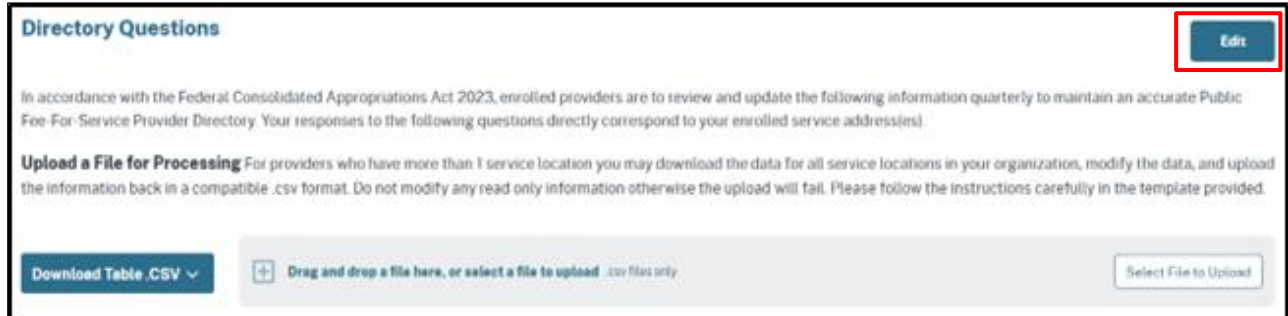
ID #	Status	Service Address	City	State	ZIP	NPI	Provider Business Name	1. Provider's Clinical Office Number *	2. Medi-Cal *	3. Children's Health Insurance Program (CHIP) *
1	✓	820 STILLWATER ROAD	WEST SACRAMENTO	CA	95605	0099897858	XXX CONTRACT HOSP #2	(916) 920-5000 <small>What is a phone number that Medi-Cal beneficiaries can use to contact the provider? If you update your clinical office number aside from what was already pre-populated on the screen then you must submit a supplemental enrollment application with the provider enrollment division.</small>	✓ Yes <small>Is the provider accepting new Medi-Cal patients?</small>	✓ Yes <small>Is the provider accepting new CHIP patients?</small>
2	✓	1420 E ROSEVILLE PKWY STE 130	ROSEVILLE	CA	95661	0099897858	PHARMACY LOC #2	(916) 890-8147	✓ Yes	✓ Yes
3	✓	820 STILLWATER ROAD	WEST SACRAMENTO	CA	95605	0099884797	DME/PHARMACEUTICAL TEST	(800) 541-5555	✓ Yes	✓ Yes

Figure 1.2: Public Fee-For-Service Provider Directory.

# Provider Portal: Public Fee-For-Service Provider Directory

## Enter Provider Data

1. Click Edit



**Directory Questions** Edit

In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service address(es).

**Upload a File for Processing** For providers who have more than 1 service location you may download the data for all service locations in your organization, modify the data, and upload the information back in a compatible .csv format. Do not modify any read only information otherwise the upload will fail. Please follow the instructions carefully in the template provided.

[Download Table .CSV](#) + Drag and drop a file here, or select a file to upload .csv files only Select File to Upload

**Figure 2.1:** Update the Directory.

## Provider Portal: Public Fee-For-Service Provider Directory

Enter data for the following survey questions 1 through 7:

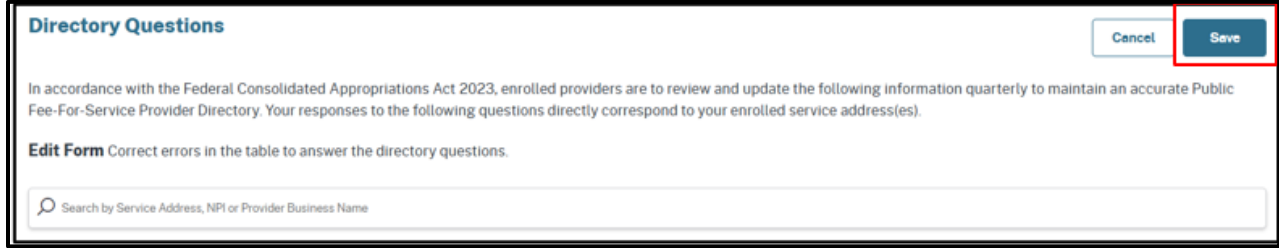
- What is the phone number that Medi-Cal beneficiaries can use to contact the provider: Enter the phone number.
- Is the provider accepting new Medi-Cal recipients: Switch the toggle to the appropriate Yes or No answer.
- Is the provider accepting new Children's Health Insurance Program (CHIP) patients: Switch the toggle to the appropriate Yes or No answer.
- What is the provider's website: Enter the website address.
- Does the provider offer covered services via telehealth: Switch the toggle to the desired Yes or No answer.
- Does the provider offer information regarding a skilled medical interpreter? Please specify all languages spoken by staff or supported at the practice location. Select the language(s) spoken from the drop-down list.
- Does the provider's office or facility have accommodation for individuals with physical disabilities, including offices, exam rooms and equipment: Select the appropriate option(s) from the drop-down list.

1. Provider's Clinical Office Number *	2. Medi-Cal *	3. Children's Health Insurance Program (CHIP) *	4. Provider's Website	5. Telehealth Services *
What is a phone number that Medi-Cal beneficiaries can use to contact the provider? <small>If you update your clinical office number aside from what was already pre-populated on the screen then you must submit a supplemental enrollment application with the provider enrollment division.</small>	Is the provider accepting new Medi-Cal patients?	Is the provider accepting new CHIP patients?	What is the provider's website?	Does the provider offer covered services via telehealth?
Select All ? Clinical Office Number	Select All ? Toggle	Select All ? Toggle	Select All ? Provider's Website	Select All ? Toggle
(999) 999-9999	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Clear	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Clear	www.hcs.ca.gov	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Clear
(916) 111-1111	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	Provider's Website	<input type="checkbox"/> Yes <input type="checkbox"/> No

Figure 2.2: Provider Data Entry Fields.

# Provider Portal: Public Fee-For-Service Provider Directory

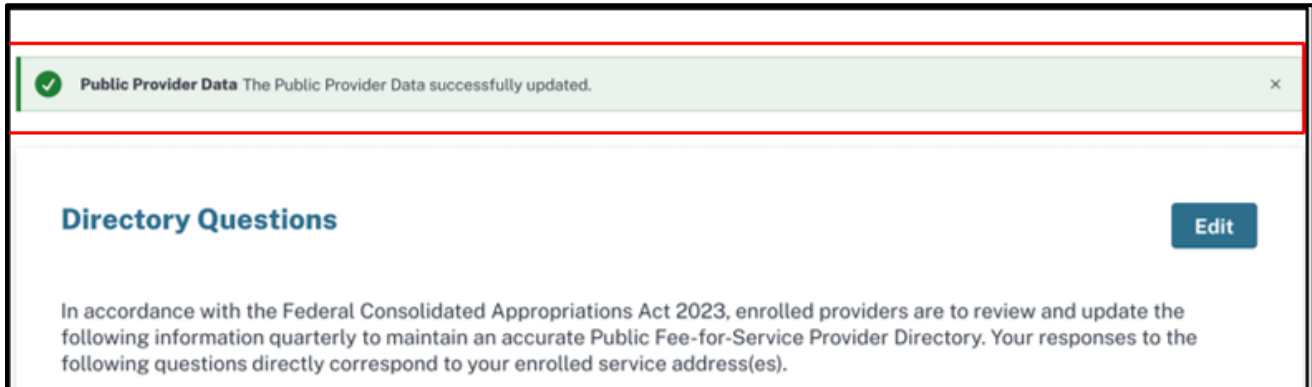
2. Click Save



The screenshot shows a web form titled "Directory Questions". At the top right, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red border. Below the buttons, there is a paragraph of text explaining the purpose of the form. Underneath, there is a section labeled "Edit Form" with a sub-instruction. At the bottom of the form, there is a search bar with the placeholder text "Search by Service Address, NPI or Provider Business Name".

**Figure 2.3:** Save Provider Data.

3. The “Public Provider Data successfully updated” message will appear. If you receive errors, refer to *Correct Errors* on the following page



The screenshot shows the same "Directory Questions" form as in Figure 2.3. At the top, a green success message is displayed: "Public Provider Data The Public Provider Data successfully updated." with a checkmark icon on the left and a close 'x' icon on the right. Below the message, the "Directory Questions" title is visible, and the "Edit" button is now highlighted with a blue background. The rest of the form content remains the same.

**Figure 2.4:** Successful Save.

# Provider Portal: Public Fee-For-Service Provider Directory

## Correct Errors

After saving the directory information, a **Review Errors** message may appear, identifying the service location with missing or invalid data. Correct the errors to successfully publish the provider data.

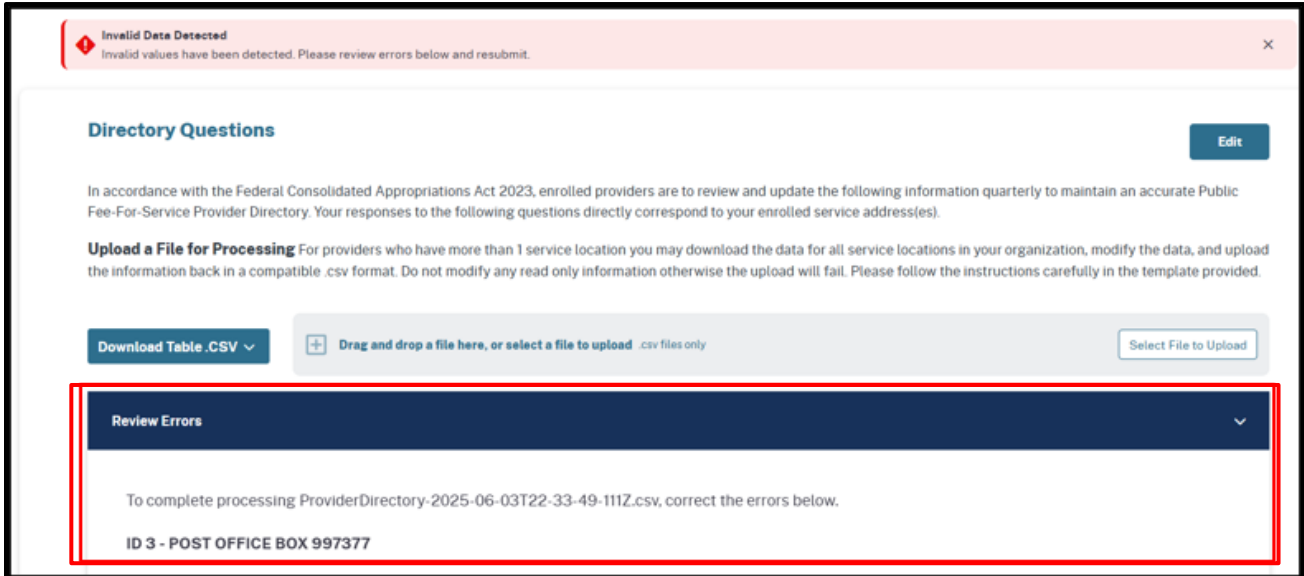


Figure 2.5: Error Message.

# Provider Portal: Public Fee-For-Service Provider Directory

## Upload Spreadsheet

Alternatively, providers who have multiple NPIs or service locations may choose the **Download Table .CSV** option to download the information for their organization and answer the questions in a spreadsheet format

1. Select **All** from the **Download Table .CSV** drop down list to download the provider directory information.

**Directory Questions** Edit

In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service address(es).

**Upload a File for Processing** For providers who have more than 1 service location you may download the data for all service locations in your organization, modify the data, and upload the information back in a compatible .csv format. Do not modify any read only information otherwise the upload will fail. Please follow the instructions carefully in the template provided.

**Download Table .CSV** + Drag and drop a file here, or select a file to upload .csv files only Select File to Upload

All

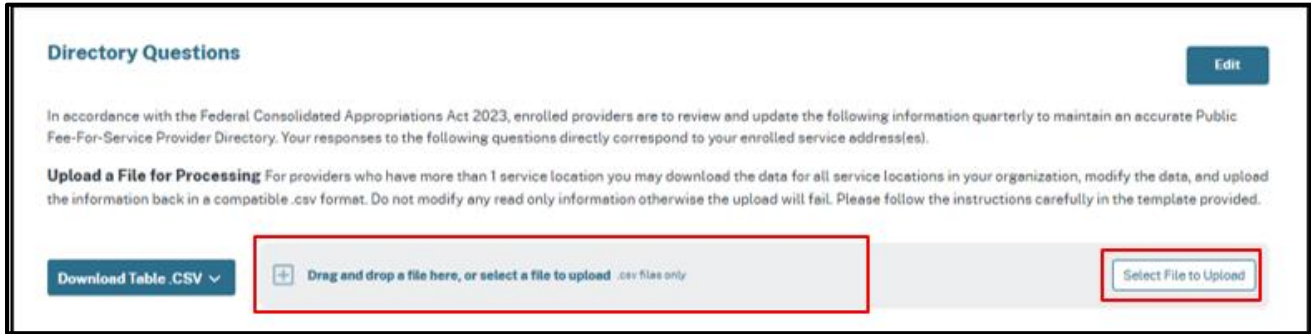
Needs Review or Errors ? or Provider Business Name

**Figure 3.1:** Download Provider Directory.

2. Enter the provider data into the spreadsheet in columns J through AU. **Do not change** the following information in the spreadsheet (columns A through I):
  - Service Address
  - City
  - State
  - ZIP
  - NPI
  - Provider Business Name
3. Save the .CSV file to your computer.

## Provider Portal: Public Fee-For-Service Provider Directory

4. Click **Select File to Upload** to upload the saved file from your computer or drag and drop the file from your computer.



**Directory Questions** Edit

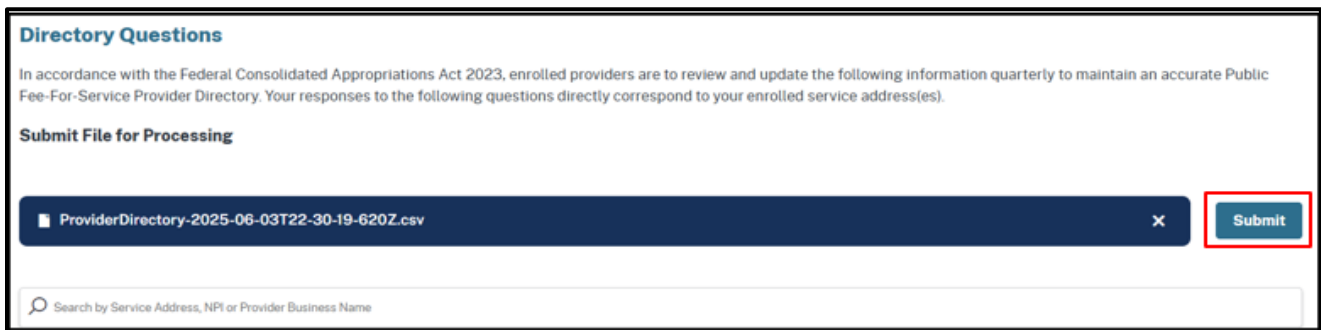
In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service address(es).

**Upload a File for Processing** For providers who have more than 1 service location you may download the data for all service locations in your organization, modify the data, and upload the information back in a compatible .csv format. Do not modify any read only information otherwise the upload will fail. Please follow the instructions carefully in the template provided.

[Download Table .CSV](#) + Drag and drop a file here, or select a file to upload .csv files only Select File to Upload

**Figure 3.2:** Upload File.

5. Click **Submit**



**Directory Questions**

In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service address(es).

**Submit File for Processing**

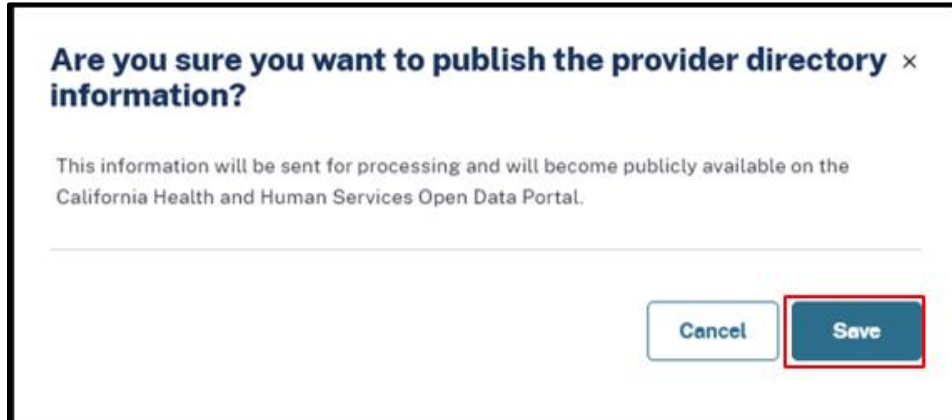
ProviderDirectory-2025-06-03T22-30-19-620Z.csv × Submit

Search by Service Address, NPI or Provider Business Name

**Figure 3.3:** Submit Uploaded File.

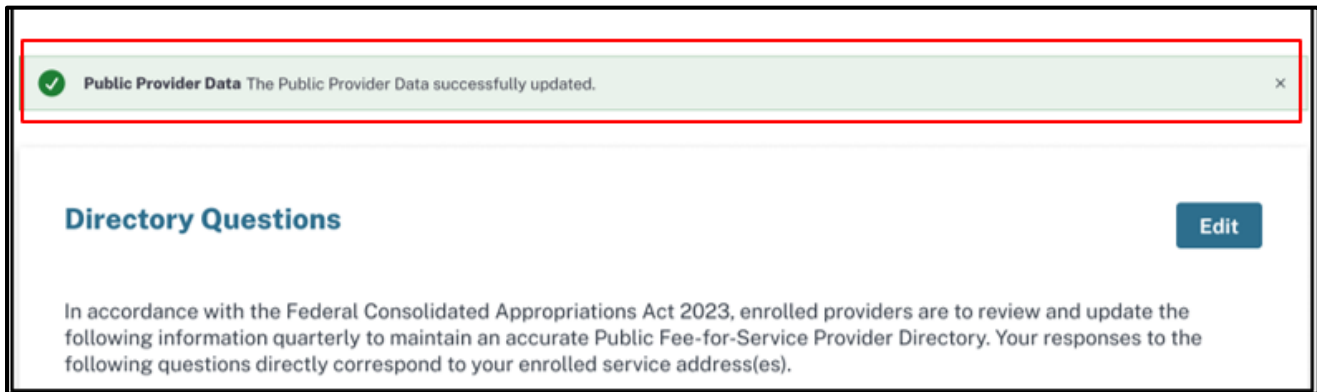
## Provider Portal: Public Fee-For-Service Provider Directory

- The popup window, **Are you sure you want to publish the provider directory information** will appear. Click **Save**.



**Figure 3.4:** Save Uploaded File.

- The "Public Provider Data successfully updated" message will appear when all service locations are complete. If you receive errors, refer to *Correct Errors* on the following page.

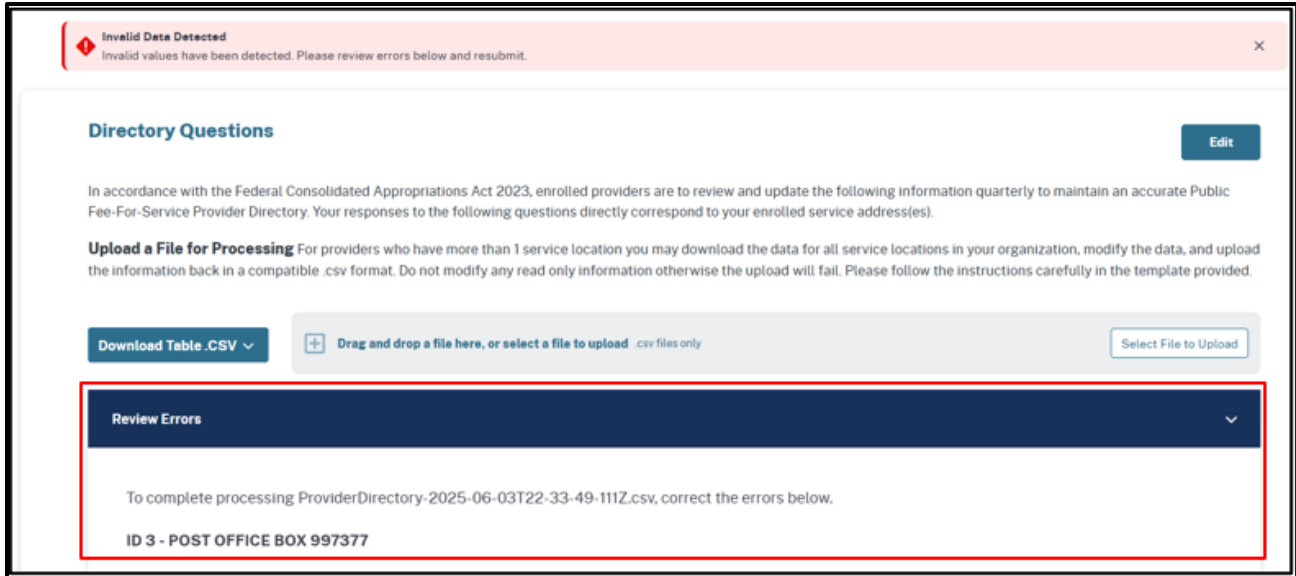


**Figure 3.5:** Successful Save.

# Provider Portal: Public Fee-For-Service Provider Directory

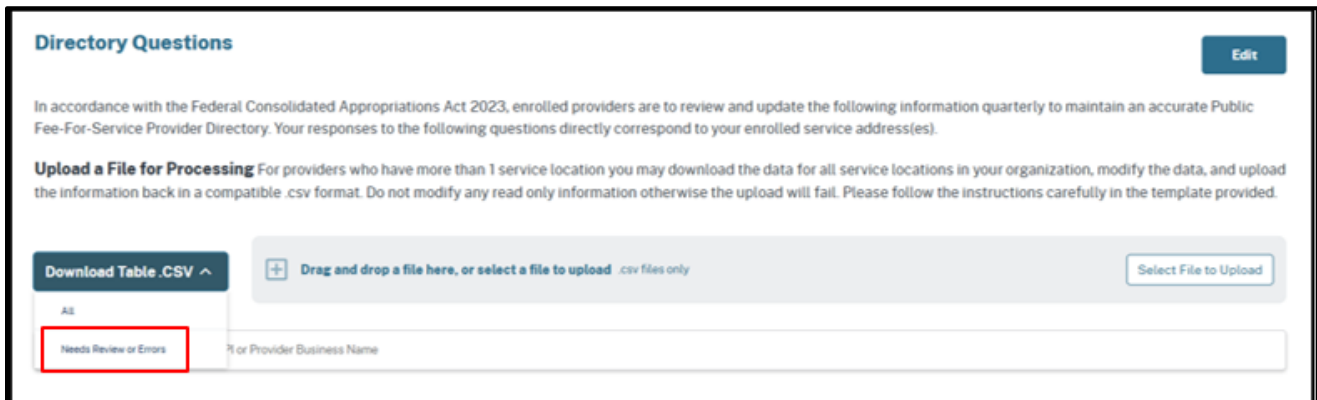
## Correct Errors

1. After saving the directory information, a **Review Errors** message may appear, identifying the missing or invalid data. Correct the errors to successfully publish the provider data.



**Figure 3.6:** Error Message.

2. To make any necessary corrections to only the service locations that need to be corrected, select **Needs Review or Errors** from the **Download Table.CSV** drop-down menu. Update the spreadsheet and upload the file again.



**Figure 3.7:** Download Only the Provider Data That Needs Review or Has Errors.

# Change Summary

Version Number	Date	Description	Notes/Comments
1.1	July 2025	Provider Portal	New user guide for step-by-step instructions on how to enter data into the Public Fee-For-Service Provider Directory in the Medi-Cal Provider Portal
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.