



Medi-Cal Program

New Provider Checklist

Welcome, New Providers

The Department of Health Care Services (DHCS) thanks you for becoming a Medi-Cal provider and joining California's network of comprehensive health care programs, which serves about 13 million Californians — forming the backbone of California's health care safety net.

DHCS recommends all newly enrolled Medi-Cal fee-for-service providers use this step-by-step New Provider Checklist to help ensure success prior to submitting a claim for the first time. This checklist will highlight the critical areas and related services available to Medi-Cal providers.

Step 1 – Eligibility

- 1. Read through the [Electronic Methods for Eligibility Transactions and Claim Submissions](#) (*elect*).
- 2. Read through the [Share of Cost](#) (*share*) manual section in the [Part-1 Medi-Cal Program & Eligibility Manual](#).
- 3. Review the [TAR Authorization flyer](#) which highlights services that require authorization.

Step 2 – Claim Forms and Claim Submission

- 1. Utilize the [Navigating Medi-Cal and Specialty Programs Chart](#) to determine which claim form(s) align to the benefits and services you will render and bill for monthly.
- 2. Locate and become familiar with the specific [Claim Form\(s\)](#) you will utilize to bill Medi-Cal services each month.

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- 3. Review the [Claim Submission and Follow-up Overview](#) flyer for claim timelines and additional submission resources.
- 4. Review [Billing Tips](#) for important and initial Medi-Cal billing information.

Step 3 – Electronic Billing and RADs

- 1. Read through the [Electronic Billing](#) flyer.
- 2. Access the [Computer Media Claims \(CMC\) Submission Instructions](#) for online billing instructions.
- 3. Access your RADs on the [Medi-Cal Provider Portal](#).

Step 4 – Timeliness and Checkwrite Schedule

- 1. Refer to the [Medi-Cal Claims Timeliness Chart](#) for claims submission timelines.
- 2. Refer to the Checkwrite Schedule located within the [Checkwrite](#) manual section (*check*) of the [Medi-Cal Program & Eligibility Manual](#) for the current year's schedule.

Step 5 – Provider Portal

- 1. Review specific [Transaction Enrollment Requirements](#) for Medi-Cal Internet Transactions.
- 2. Review the list of [Transaction Services Available](#) within Medi-Cal Internet Transactions.
- 3. Access [Medi-Cal Transactions](#) via the tile located on the bottom of the [Medi-Cal Provider home](#) page
- 4. Access the [Medi-Cal Provider Portal](#) link on the [Medi-Cal Provider home page](#) OR by navigating to: Providers Tab > Provider Portal.

Step 6 – General Resources

- 1. View the [Navigating Medi-Cal and Specialty Programs Chart](#) and identify the provider communities that you will render benefits and services to
- 2. For more information on the Medi-Cal Provider Portal, visit the [Medi-Cal Provider Portal Overview page](#).

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- 3.** Visit the [Medi-Cal Provider Publications page](#). Then proceed to your specific provider community page(s). It is recommended that you bookmark these pages for quick and easy access.

Note: Within these provider community pages, you will find Medi-Cal News, [monthly Medi-Cal Update Bulletins](#), [Provider Manuals](#), and Featured Links to additional key areas such as [Billing Tips](#), [Medi-Cal Rates](#) and [References](#).

- 4.** Sign up for the free and easy [Medi-Cal Subscription Service \(MCSS\)](#) to receive tailored Medi-Cal News, bulletins and more based on your specific provider communities.

Step 7 – Outreach, Education and Provider Training

- 1.** Visit the [Medi-Cal Learning Portal \(MLP\)](#) which can be accessed on the MLP tile located at the bottom of the [Medi-Cal Provider home page](#) OR by navigating to:

Providers Tab > Outreach & Education >

[Launch the Medi-Cal Learning Portal \(MLP\)](#)

- 2.** Create an [MLP account](#).
- 3.** Take the [Medi-Cal Resources 101](#) training.
- 4.** View the [Provider Training Events Calendar](#) for the latest training events.
- 5.** Contact Medi-Cal via the [Telephone Service Center \(TSC\) at 1-800-541-5555](#) for assistance with registering for a training event, to schedule your first on-site visit with Regional Representative, or for general inquiries.

Note: Training is offered throughout each year across the State of California.

Note: If you are a provider billing “fewer than 100 claim lines per month,” consider enrolling in the Small Provider Billing Assistance and Training Program offered by the [Small Provider Billing Unit](#).

Step 8 – Frequently Asked Questions (FAQs)

- 1.** Visit the [FAQs web page](#) for helpful answers to questions on a wide variety of topics.
- 2.** Read through each of the additional reference materials posted on the [New Provider web page](#), including [Claim Submission Overview](#), [Claim Timeliness](#), [Electronic Billing](#), [Medi-Cal Subscription Service \(MCSS\)](#), [Online PDF RADs](#), and [TAR Authorization](#).

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Online Resources

Providers can access the underlined items mentioned in the New Provider Checklist by heading to Medi-cal.ca.gov and following the breadcrumbs listed below:

Page/PDF Name	Location
Billing Tips	Medi-cal.ca.gov > Resources > References > Billing Tips
<i>Checkwrite</i>	Medi-cal.ca.gov > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Checkwrite (check)
Claim Form(s) (Claim Payment Flowchart (claim pay))	Medi-cal.ca.gov > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Claim Payment Flowchart (claim pay)
Claim Submission and Follow-up Overview	Medi-cal.ca.gov > Providers > New Provider > Claim Submission and Follow-up Overview
CMC Submission Instructions	Medi-cal.ca.gov > Resources > References > Computer Media Claims (CMC) Submission Instructions
Electronic Billing	Medi-cal.ca.gov > Providers > New Provider > Electronic Billing
<i>Electronic Methods for Eligibility Transactions and Claim Submissions (elect)</i>	Medi-cal.ca.gov > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Electronic Methods for Eligibility Transactions and Claims Submission (elect)
FAQs web page	Medi-cal.ca.gov > Resources > References > Frequently Asked Questions (FAQs)
Medi-Cal Claims Timeliness Chart	Medi-cal.ca.gov > Providers > New Provider > Claim Timeliness
Medi-Cal home page	Medi-cal.ca.gov
Medi-Cal Learning Portal (MLP)	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal
Medi-Cal Provider Portal	Medi-cal.ca.gov > Providers > Provider Portal
Medi-Cal Provider Publications page	Medi-cal.ca.gov > Providers > Publications
Medi-Cal Rates	Medi-cal.ca.gov > Providers > Publications > Featured Links > Medi-Cal Rates

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Online Resources (Cont.)

Page/PDF Name	Location
Medi-Cal Resources 101	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Catalog > Medi-Cal Provider Resources 101
Medi-Cal Subscription Service (MCSS)	Medi-cal.ca.gov > Subscribe Today!
Medi-Cal Transactions	Medi-cal.ca.gov > Providers > Transaction Services
MLP account by selecting the Log In button on the upper right and then clicking on the register here link	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Log In > Register Here
Monthly Medi-Cal Update Bulletins	Medi-cal.ca.gov > Provider > Publications > Bulletins (All Communities)
Navigating Medi-Cal and Specialty Programs Chart	Medi-cal.ca.gov > Providers > New Provider > Navigating Medi-Cal and Specialty Programs Chart
New Provider web page	Medi-cal.ca.gov > Providers > New Provider
Online PDF RADs	Medi-cal.ca.gov > Providers > New Provider > Online PDF Remittance Advice Details (RADs)
Part-1 Medi-Cal Program & Eligibility Manual	Medi-cal.ca.gov > Providers > Publications > Manuals > Medi-Cal Program & Eligibility Manual
Provider Manuals	Medi-cal.ca.gov > Providers > Publications > Manuals > Provider Manuals (All Communities)
Provider Training Webinars and Seminars Calendar	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Event Calendar
References	Medi-cal.ca.gov > Resources > References
<i>Share of Cost (share)</i>	Medi-cal.ca.gov > Providers > Publications > Manuals > Medi-Cal Program & Eligibility Manual > Share of Cost (share)

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Online Resources (Cont.)

Page/PDF Name	Location
Small Provider Billing Unit/ Telephone Service Center (TSC) at 1-800-541-5555	Medi-cal.ca.gov > Contact Us
TAR Authorization flyer	Medi-cal.ca.gov > Providers > New Provider > TAR Authorization flyer
Transaction Enrollment Requirements	Medi-cal.ca.gov > Providers > New Provider > Transaction Enrollment Requirements
Transaction Services Available	Medi-cal.ca.gov > Providers > New Provider > Transaction Services Available