



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

Medi-Cal Management Information System

CA-MMIS V 1.1

July 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**.

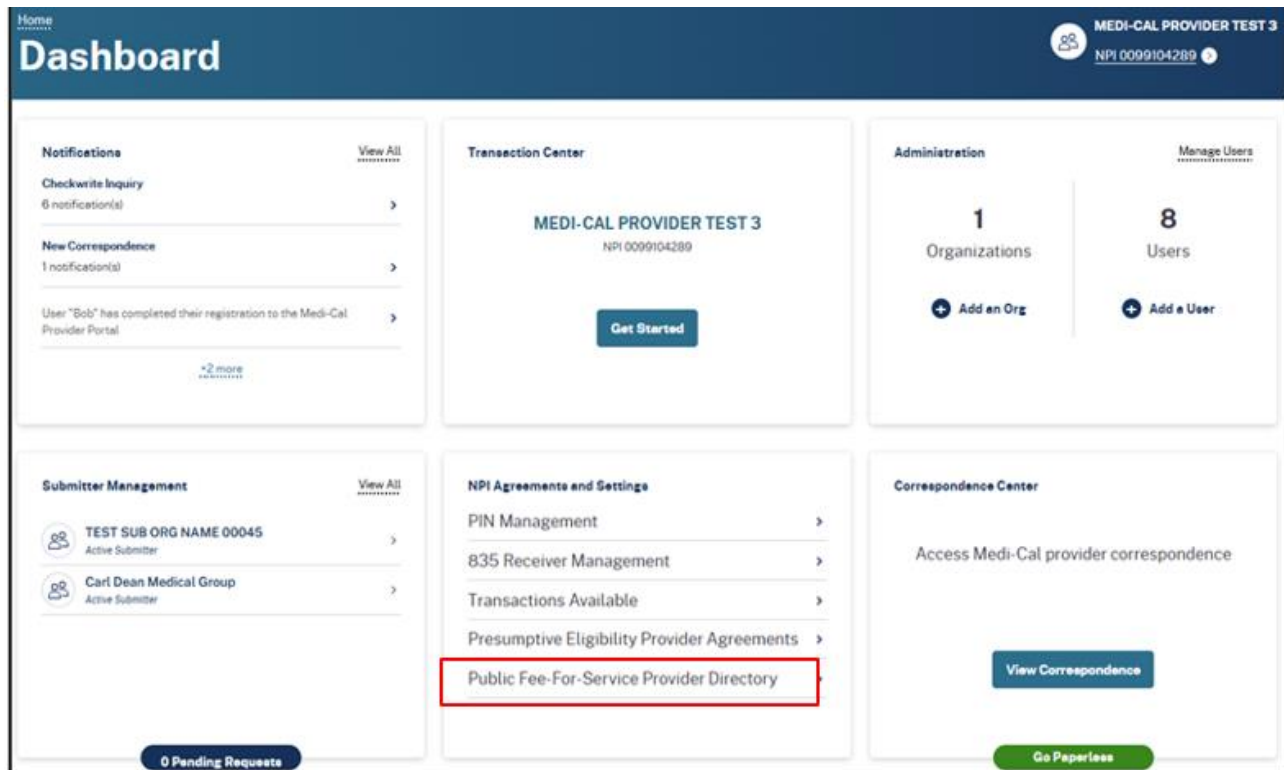


Figure 1.1: Public Fee-For-Service Provider Directory Link.


Provider Portal: Public Fee-For-Service Provider Directory

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2. The Provider Directory will appear

Home

Public Fee-For-Service Provider Directory

MEDI-CAL 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










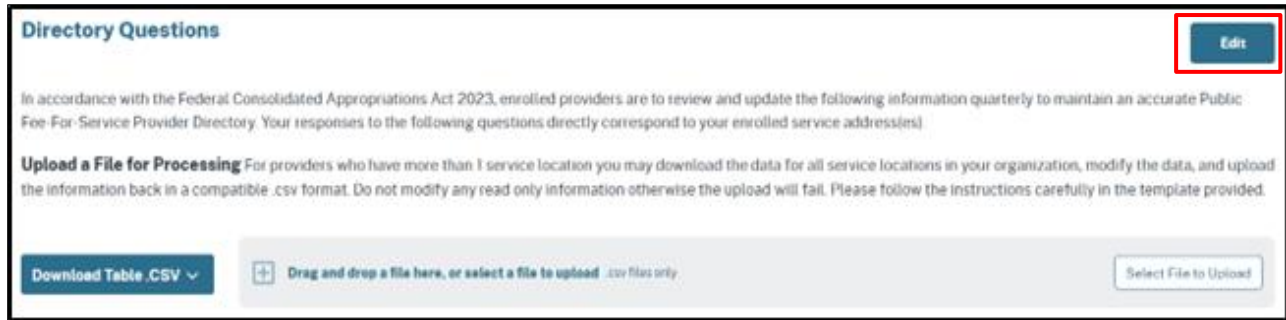
ID #	Status	Service Address	City	State	ZIP	NPI	Provider Business Name	1. Provider's Clinical Office Number	2. Medi-Cal	3. Children's Health Insurance Program (CHIP)
								<small>What is a phone number that Medi-Cal beneficiaries can use to contact the provider? If you update your clinical office number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

Enter Provider Data

1. Click Edit



The screenshot shows a web form titled "Directory Questions". In the top right corner, there is a blue button labeled "Edit" which is highlighted with a red rectangular box. Below the title, there is a paragraph of text explaining the purpose of the form. Further down, there is a section titled "Upload a File for Processing" with detailed instructions. At the bottom of the form, there are three elements: a blue button labeled "Download Table .CSV" with a dropdown arrow, a large light gray area with a dashed border and the text "Drag and drop a file here, or select a file to upload .csv files only", and a button labeled "Select File to Upload".

Figure 2.1: Update the Directory.

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2. 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.

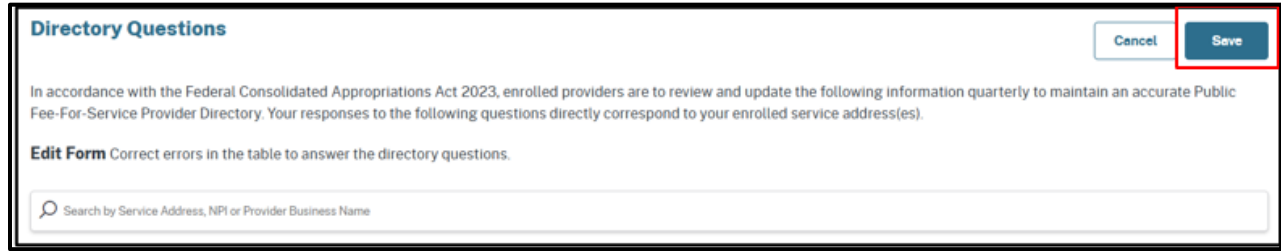
1. Provider's Clinical Office Number *	2. Medi-Cal *	3. Children's Health Insurance Program (CHIP) *	4. Provider's Website	5. Telehealth Services *
What is a phone number that Medi-Cal beneficiaries can use to contact the provider? <small>If you update your clinical office number aside from what was 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 ? <input type="checkbox"/>	Select All ? <input type="checkbox"/>	Select All ? Provider's Website	Select All ? <input type="checkbox"/>
(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"/>	<input type="checkbox"/>	Provider's Website	<input type="checkbox"/>

Figure 2.2: Provider Data Entry Fields.

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3. Click Save



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

Directory Questions

Cancel Save

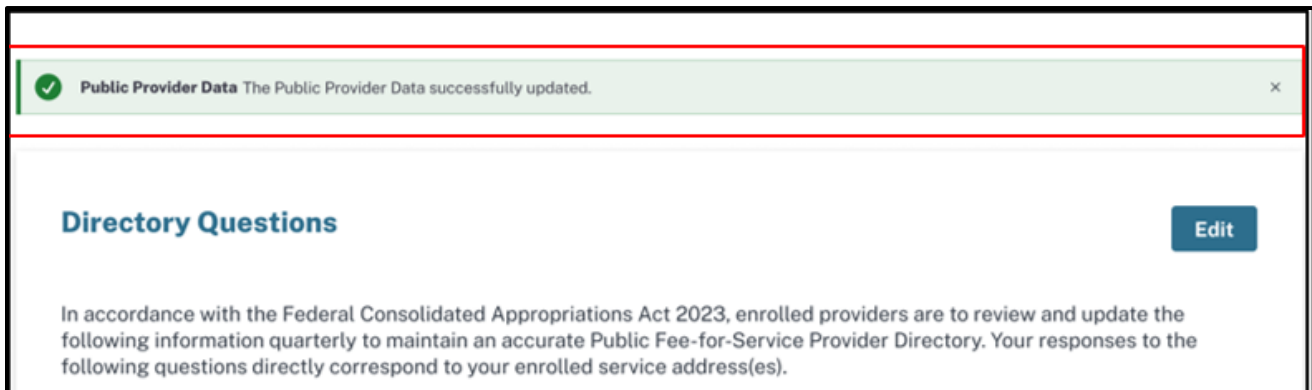
In accordance with the Federal Consolidated Appropriations Act 2023, enrolled providers are to review and update the following information quarterly to maintain an accurate Public Fee-For-Service Provider Directory. Your responses to the following questions directly correspond to your enrolled service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

Edit Form Correct errors in the table to answer the directory questions.

Search by Service Address, NPI or Provider Business Name

Figure 2.3: Save Provider Data.

4. 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 banner is displayed, indicating that the data was successfully updated. Below the banner, the form content is visible, including the "Edit" button in the top right corner.

Public Provider Data The Public Provider Data successfully updated. x

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).

Figure 2.4: Successful Save.

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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.

The screenshot displays the 'Directory Questions' section of the Provider Portal. At the top, a pink banner indicates 'Invalid Data Detected' with a red exclamation mark icon and the text 'Invalid values have been detected. Please review errors below and resubmit.' Below this, the 'Directory Questions' section includes an 'Edit' button and instructions regarding the Federal Consolidated Appropriations Act 2023. A section titled 'Upload a File for Processing' provides instructions for providers with multiple service locations. Below the instructions are buttons for 'Download Table .CSV' and a file upload area with the text 'Drag and drop a file here, or select a file to upload .csv files only' and a 'Select File to Upload' button. A red rectangle highlights the 'Review Errors' section, which contains the text: 'To complete processing ProviderDirectory-2025-06-03T22-33-49-111Z.csv, correct the errors below.' and 'ID 3 - POST OFFICE BOX 997377'.

Invalid Data Detected
Invalid values have been detected. Please review errors below and resubmit.

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](#)

Review Errors

To complete processing ProviderDirectory-2025-06-03T22-33-49-111Z.csv, correct the errors below.

ID 3 - POST OFFICE BOX 997377

Figure 2.5: Error Message.

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 ^

All

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

Needs Review or Errors

NPI or Provider Business Name

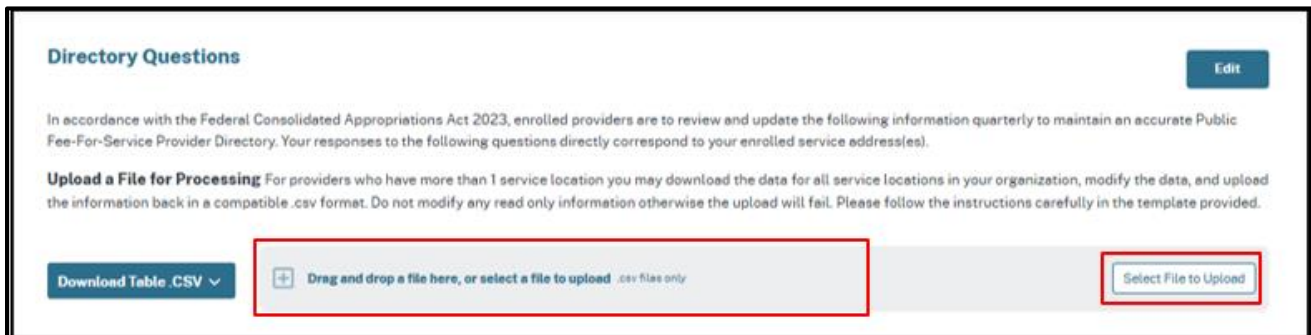
Figure 3.1: Download Provider Directory.

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.

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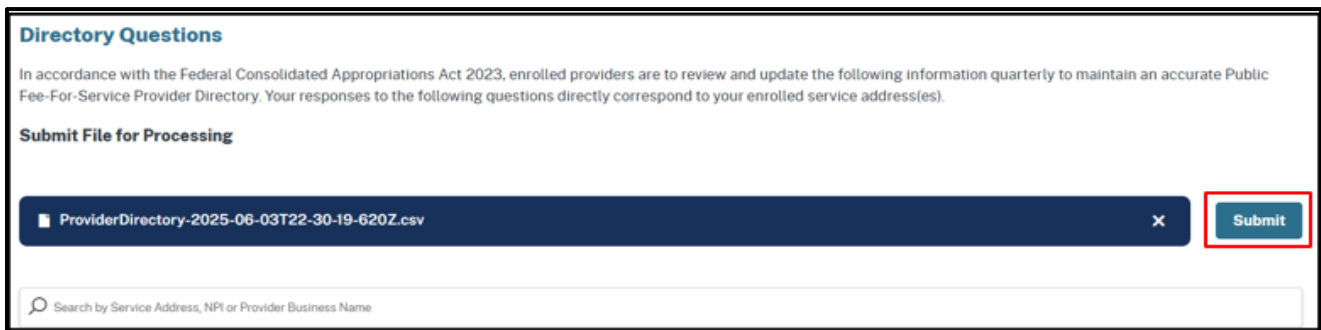
4. Click **Select File to Upload** to upload the saved file from your computer or drag and drop the file from your computer.



The screenshot shows the 'Directory Questions' section of the Provider Portal. It includes an 'Edit' button in the top right. Below the header, there is explanatory text about the Federal Consolidated Appropriations Act 2023. A section titled 'Upload a File for Processing' provides instructions for providers with multiple service locations. At the bottom, there are three main elements: a 'Download Table .CSV' button, a large central area with a red border containing a plus icon and the text 'Drag and drop a file here, or select a file to upload .csv files only', and a 'Select File to Upload' button on the right, which is highlighted with a red rectangle.

Figure 3.2: Upload File.

5. Click **Submit**



The screenshot shows the 'Directory Questions' section after a file has been uploaded. The 'Submit File for Processing' section is active. A dark blue bar displays the filename 'ProviderDirectory-2025-06-03T22-30-19-620Z.csv' with a close icon (X) on the right. To the right of this bar, a 'Submit' button is highlighted with a red rectangle. Below the submission area is a search bar with the placeholder text 'Search by Service Address, NPI or Provider Business Name'.

Figure 3.3: Submit Uploaded File.

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

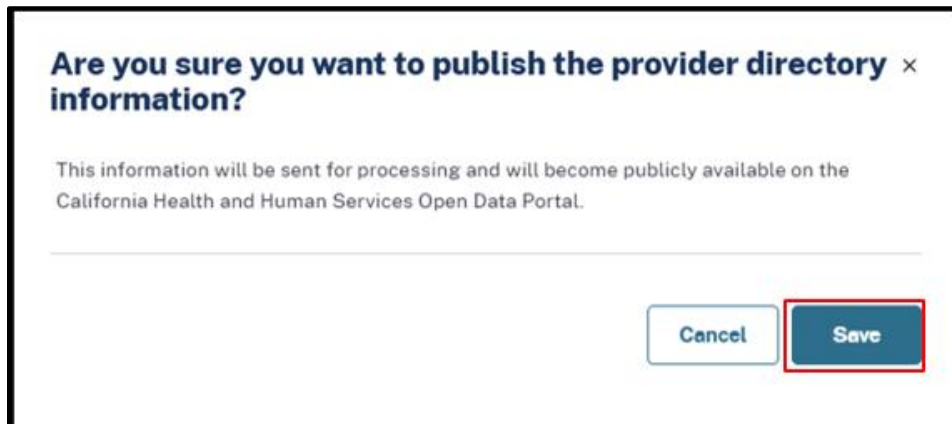


Figure 3.4: Save Uploaded File.

- 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.

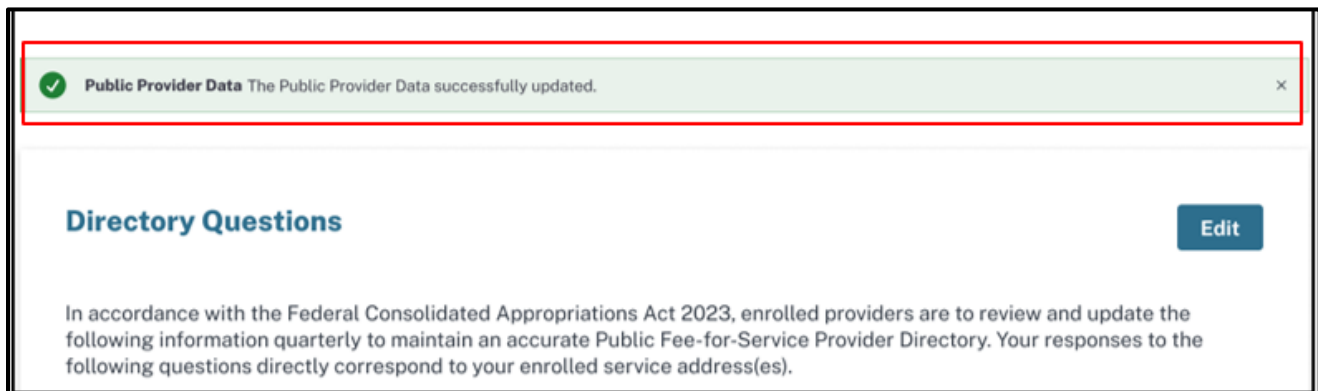


Figure 3.5: Successful Save.

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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.

The screenshot shows a web interface for the Provider Portal. At the top, a red banner with a diamond icon and the text 'Invalid Data Detected' states: 'Invalid values have been detected. Please review errors below and resubmit.' Below this, the 'Directory Questions' section is visible, followed by instructions about the Federal Consolidated Appropriations Act 2023. There is a section for 'Upload a File for Processing' with a 'Download Table .CSV' button and a file upload area. A red box highlights the 'Review Errors' section, which contains the text: 'To complete processing ProviderDirectory-2025-06-03T22-33-49-111Z.csv, correct the errors below.' and 'ID 3 - POST OFFICE BOX 997377'.

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.

The screenshot shows the same web interface as Figure 3.6. The 'Download Table .CSV' button is now a dropdown menu. The 'Needs Review or Errors' option is selected and highlighted with a red box. The other options visible are 'All' and 'By Provider Business Name'.

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