State of California
Department of Health Care Services

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

Medi-Cal Management Information System

CA-MMIS V 1.1

July 2025

Table of Contents

Overview....1
Tips and Troubleshooting....1
Access the Public Fee-For Service Provider Directory....2
Enter Provider Data....4
Correct Errors....7
Upload Spreadsheet....8
Correct Errors....11
Change Summary....12

Provider Portal: Public Fee-For-Service Provider Directory
Page updated: July 2025

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**.

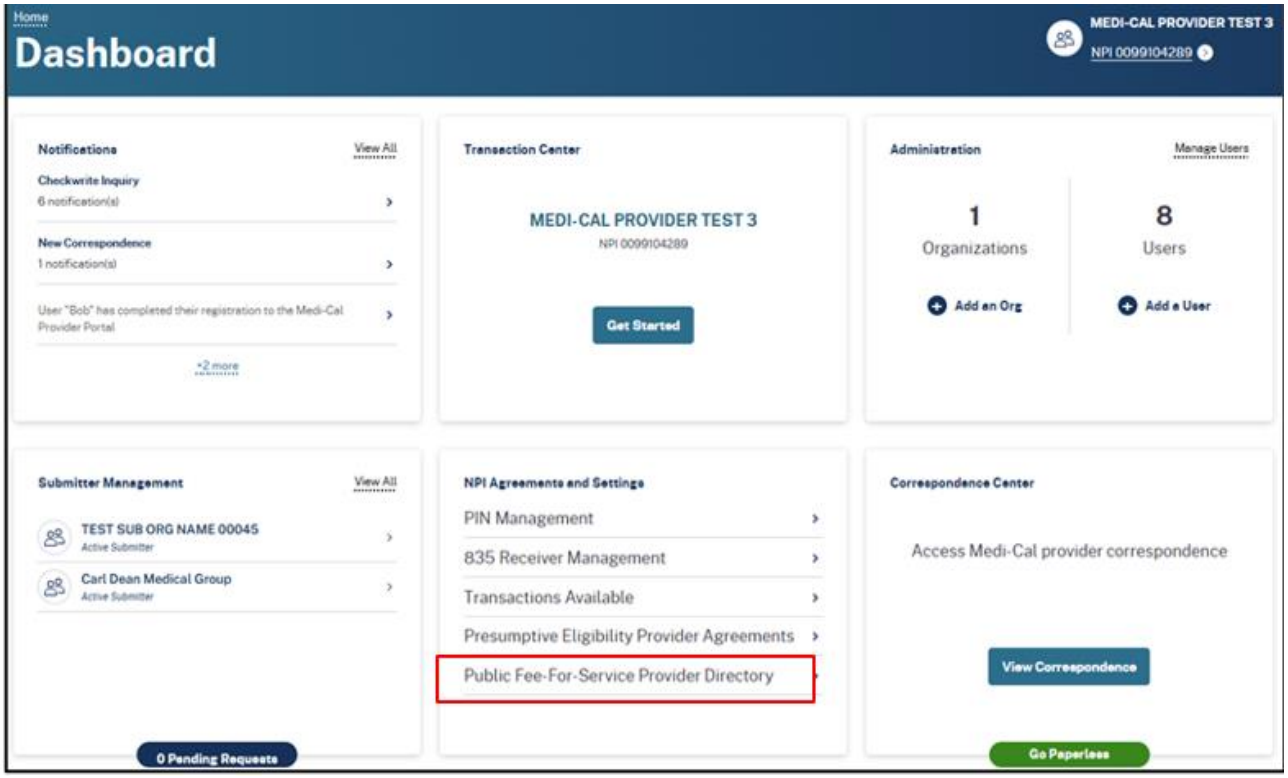

Figure 1.1: Public Fee-For-Service Provider Directory Link.

2. The Provider Directory will appear

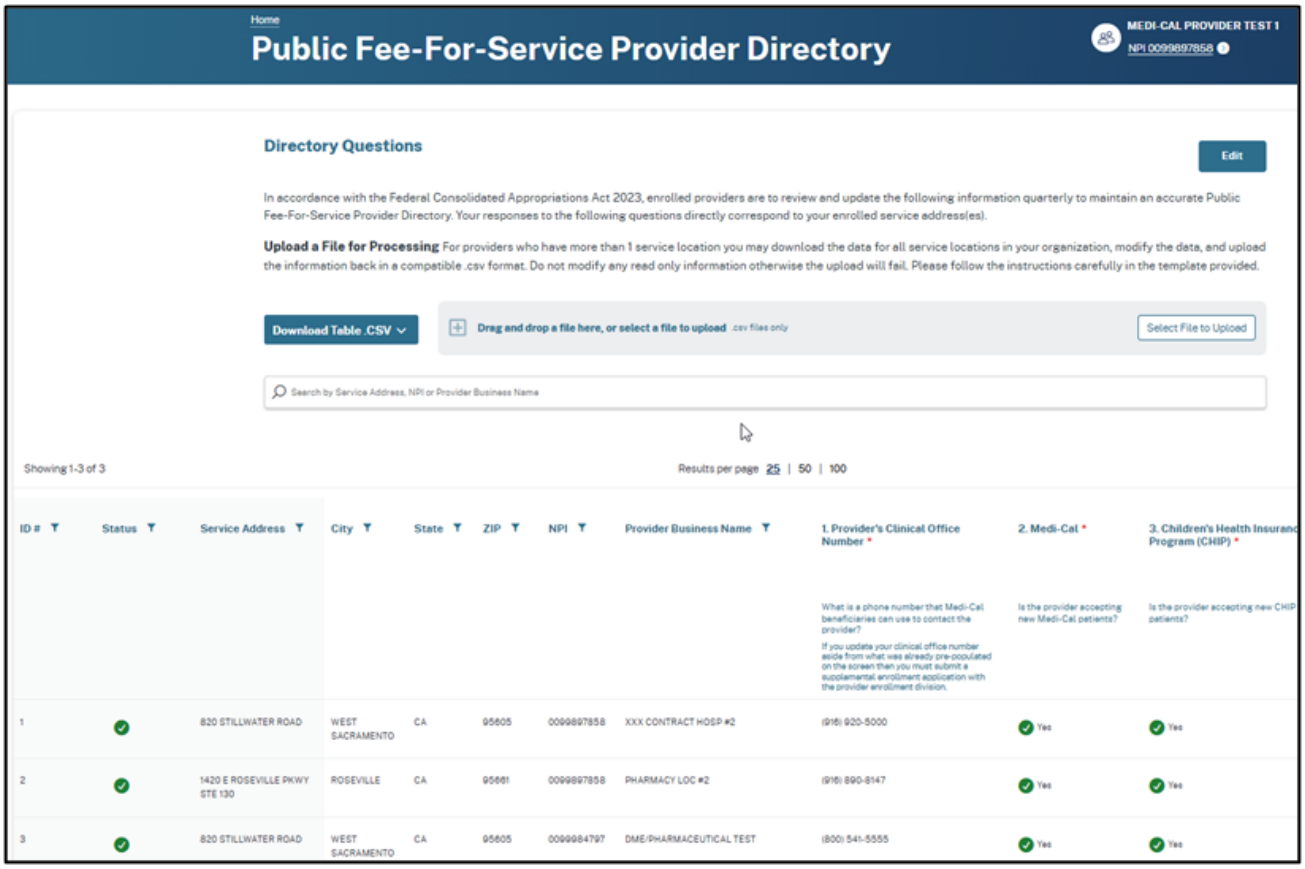

Figure 1.2: Public Fee-For-Service Provider Directory.

Enter Provider Data

1. Click Edit

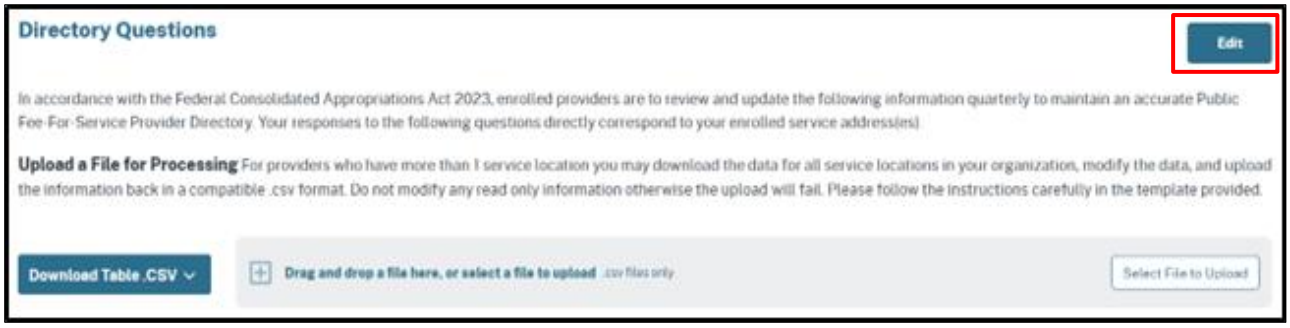

Figure 2.1: Update the Directory.

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.

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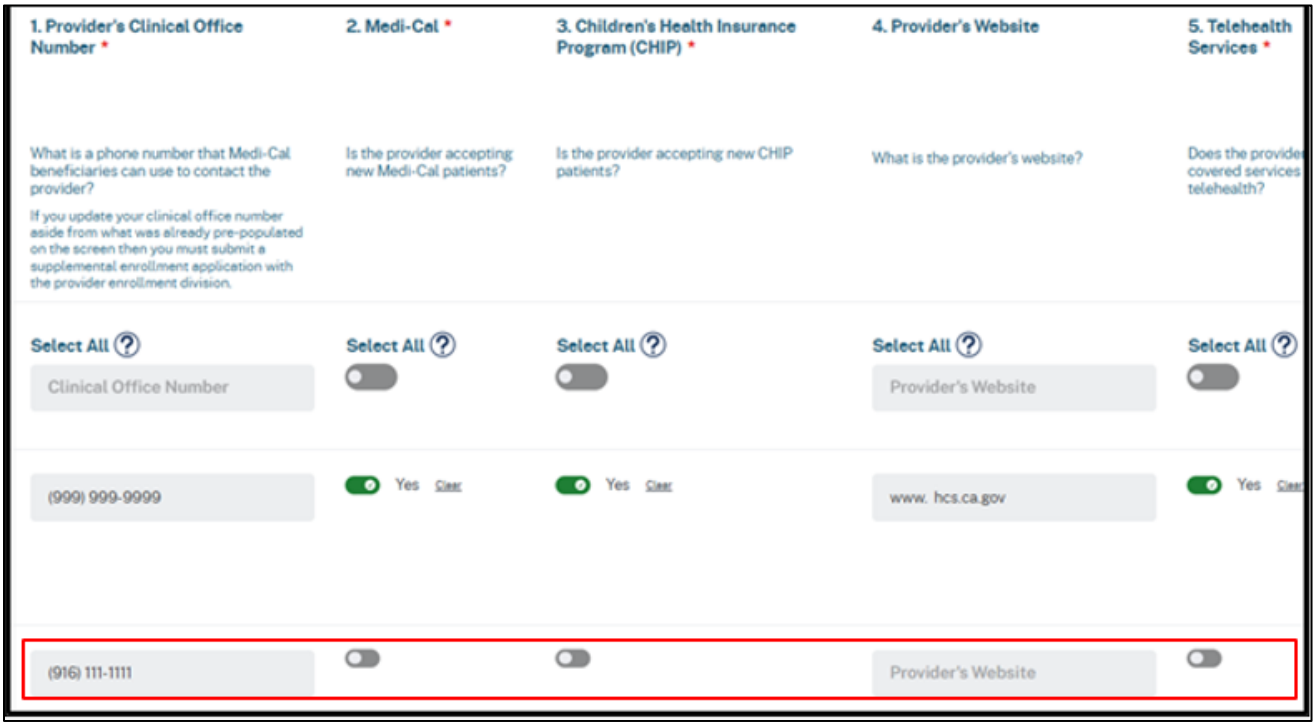

Figure 2.2: Provider Data Entry Fields.

3. Click Save

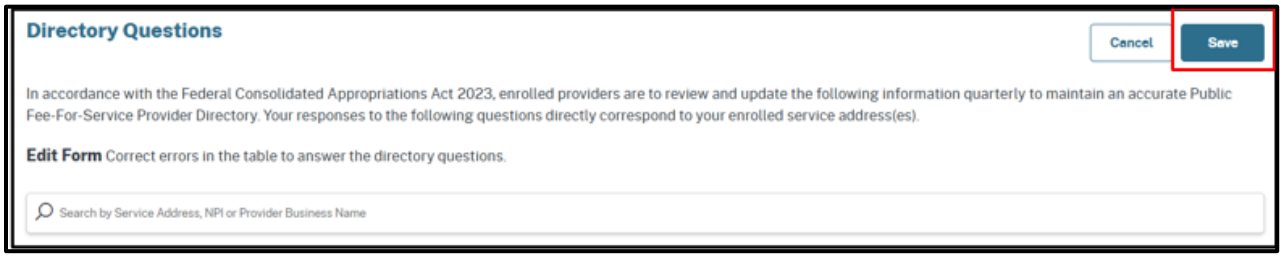

Figure 2.3: Save Provider Data.

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

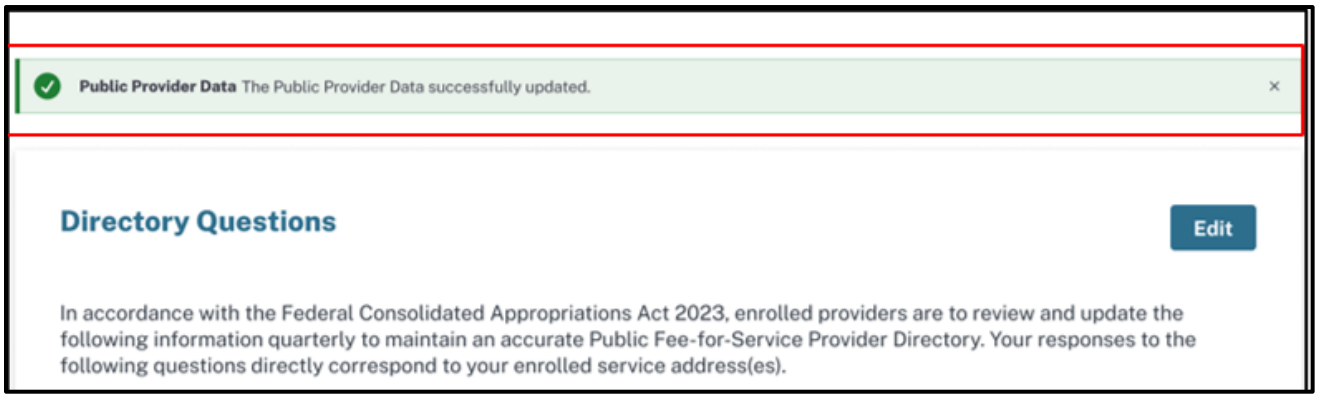

Figure 2.4: Successful Save.

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.

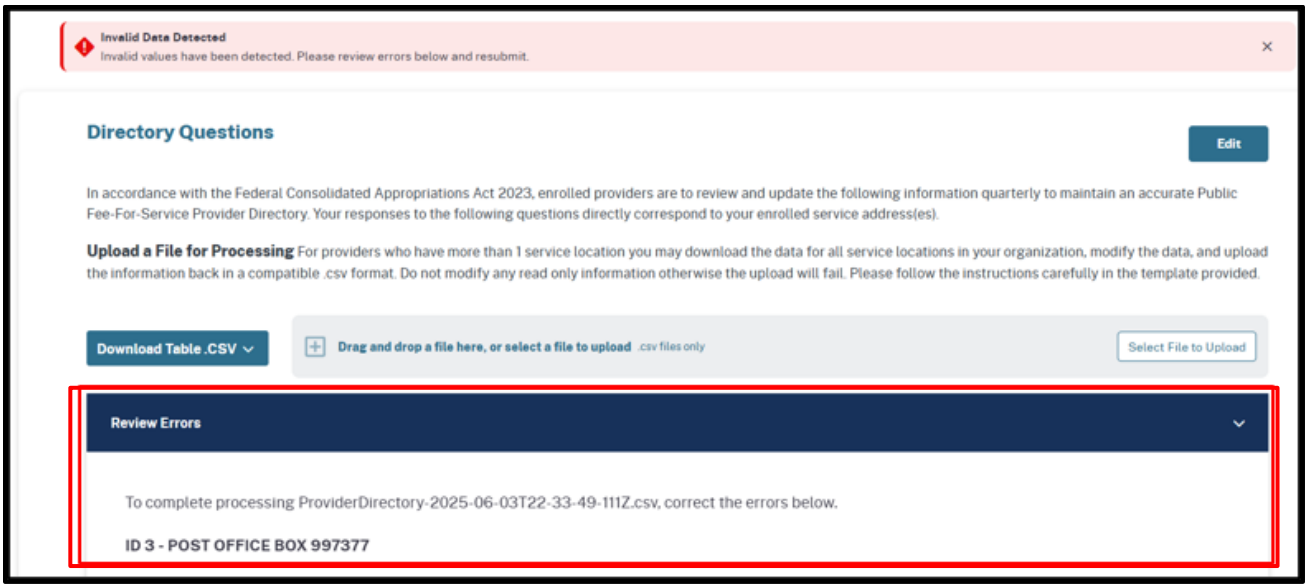

Figure 2.5: Error Message.

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.

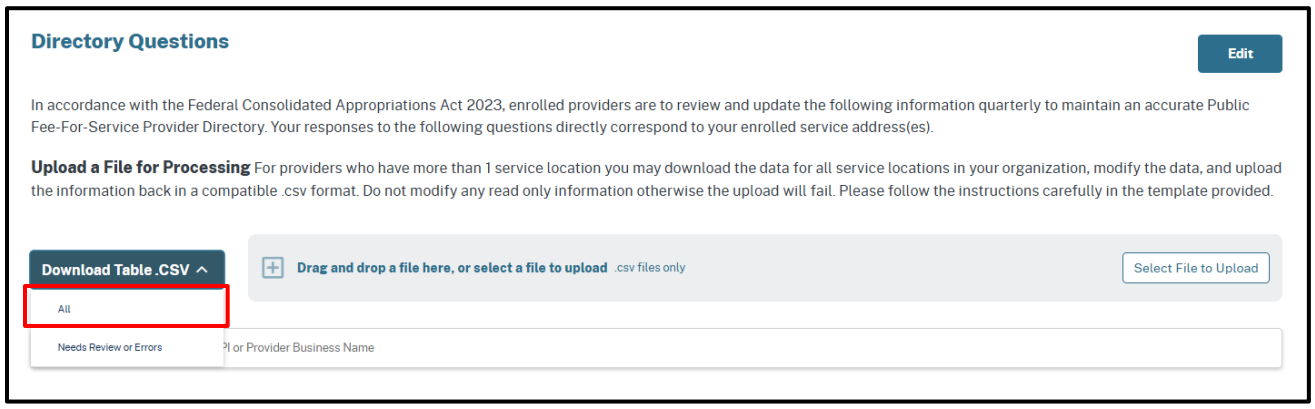

Figure 3.1: Download Provider Directory.

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.

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

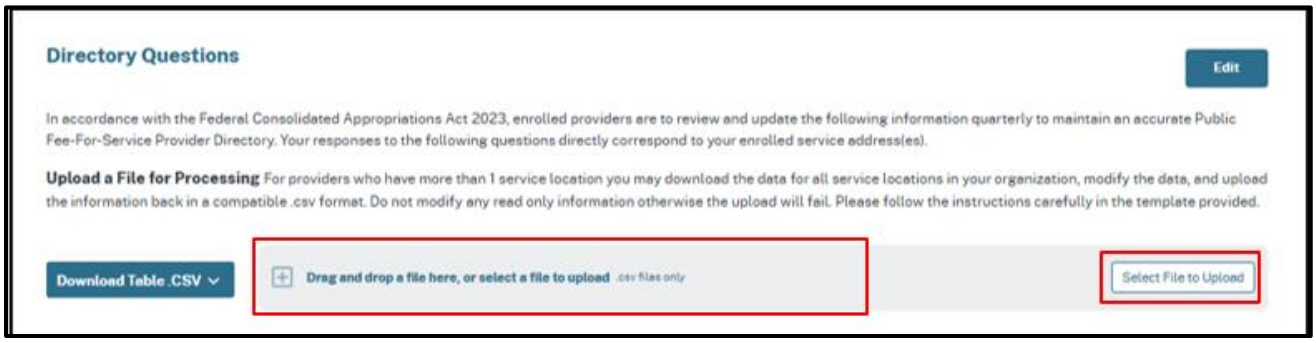

Figure 3.2: Upload File.

5. Click **Submit**

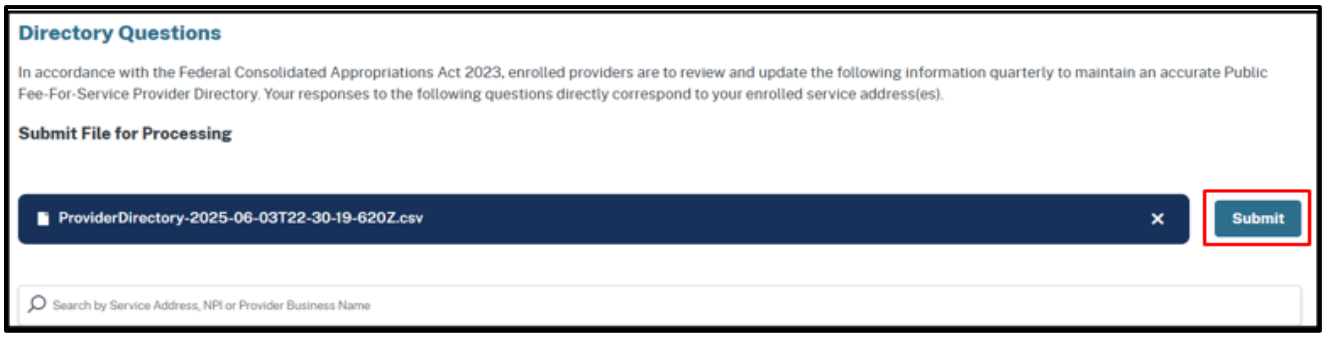

Figure 3.3: Submit Uploaded File.

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

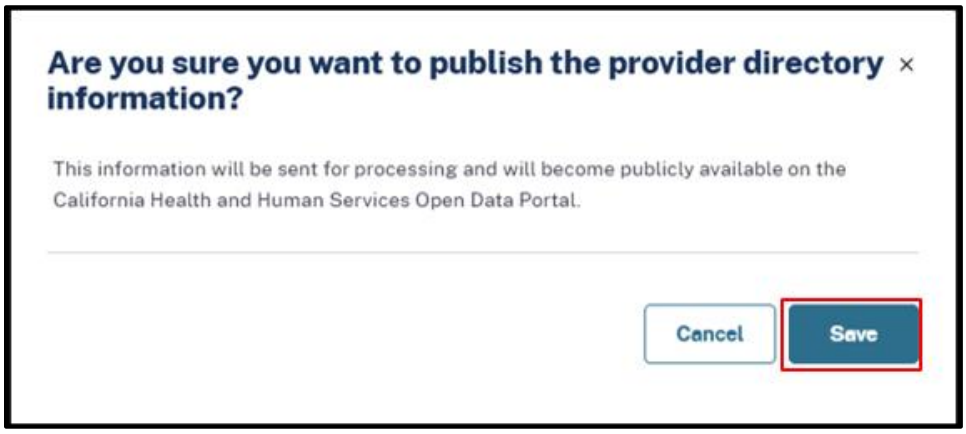

Figure 3.4: Save Uploaded File.

7. 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.

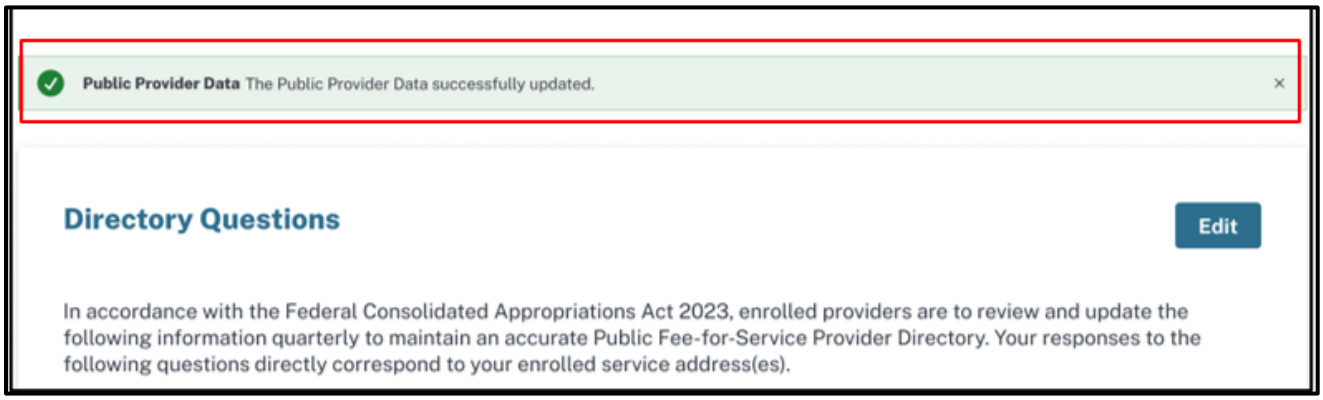

Figure 3.5: Successful Save.

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.

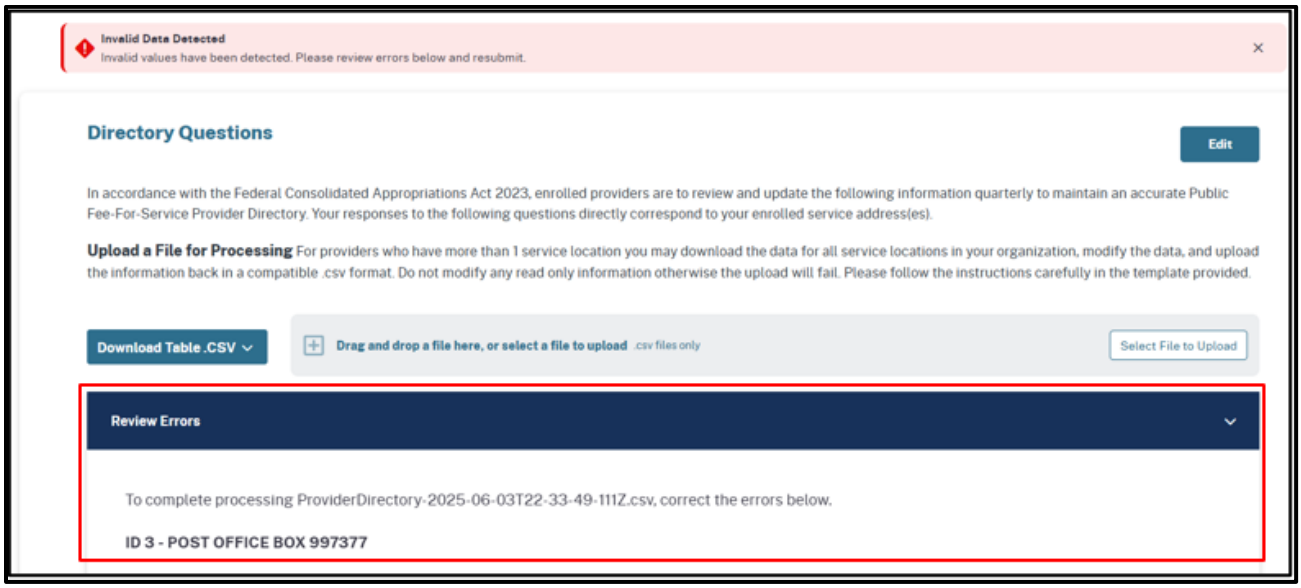

Figure 3.6: Error Message.

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.

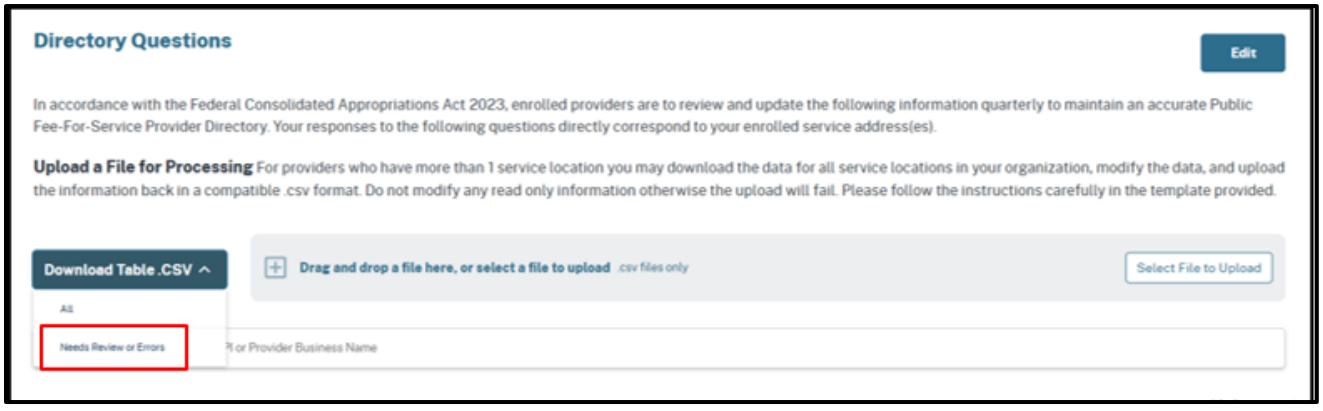

Figure 3.7: Download Only the Provider Data That Needs Review or Has Errors.

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