



CHECKLIST

Medi-Cal Program

New Provider Checklist

Welcome New Providers to Medi-Cal!

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*) manual section in the [Part 1 provider manual](#).
- 2.** Read through the [Share of Cost](#) (*share*) manual section in the [Part 1 provider 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.

Medi-Cal Program

New Provider Checklist

- 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

- 1.** Read through the [Electronic Billing](#) flyer.
- 2.** Access the [Computer Media Claims \(CMC\) Submission Instructions](#) for online billing instructions.

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 [Part 1 provider manual](#) for the current year's schedule.

Step 5 – Transaction Services

- 1.** Review the 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 [Medi-Cal Provider home page](#) OR by navigating to: Providers Tab > Transactions

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.** Take the new [Medi-Cal Website Tour](#).
- 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.

Medi-Cal Program

New Provider Checklist

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 and register for an [MLP account](#).
- 3. Take the [Medi-Cal Resources 101](#) training.
- 4. View the [Provider Training Webinars and Seminars Calendar](#). Note when a Medi-Cal Provider seminar is coming to a city near you and register online to attend.

Note: Seminars are offered 10 times each year across the State of California.

- 5. Contact Medi-Cal via the [Telephone Service Center \(TSC\) at 1-800-541-5555](#) and schedule your first on-site visit with your specific area's Regional Representative. TSC is also available to assist providers with general inquiries.

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 Remittance Advice Details \(RADs\)](#), [Pharmacy Provider Annual Self-Attestation](#) and [TAR Authorization](#).

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