

<b>To:</b>	<b>BHS County-Operated Providers &amp; BHS Contracted Service Providers-Mental Health &amp; DMC-ODS</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>June 17, 2025</b>
<b>Title</b>	<b>Medi-Cal Provider Portal</b>

### **Phase Out of Legacy Transaction Services**

Department of Health Care Services (DHCS) requires that all users performing transactions on the Medi-Cal Providers website register for the Medi-Cal Provider Portal. The transition is happening in a phased approach; however, the result is that users will no longer be able to log in through [Legacy Transaction Services](#) and will be required to log in through the [Provider Portal](#).

Organizations must complete registration for the Provider Portal to prevent interruptions in day-to-day electronic transactions with Medi-Cal. For more information about how to register for the Medi-Cal Provider Portal, refer to the Resources section below.

Contract providers are assigned a 4-digit Medi-Cal number, also called Legal Entity by BHS Fiscal. It starts with 37=CoSD and ends with two alpha characters. This number will be needed to complete registration.

### **Resources:**

- [Medi-Cal Electronic Data Interchange \(EDI\) User Guide](#)
- [Medi-Cal Provider Portal FAQs](#)
- [Provider Portal User Guide: BCCTP](#)
- [Provider Portal User Guide: Provider Organization](#)
- [Provider Portal User Guide: Registration](#)
- [Provider Portal User Guide: Submitter Organization](#)
- [Provider Outreach & Education training events](#)

DHCS will host live virtual Medi-Cal Provider Portal Office Hours Question and Answer (Q&A) sessions to answer any questions providers may have regarding the Provider Portal. These sessions address system-related questions for providers and submitters.

Included on the next page is the schedule for future events. It is highly recommended that providers attend Office Hours for further information.

### **For More Information:**

- Contact the BHS Billing Unit: [MHBillingUnit.HHSA@sdcounty.ca.gov](mailto:MHBillingUnit.HHSA@sdcounty.ca.gov) and [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)

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**Upcoming Provider Portal Office Hours:**

Office Hours	Dates	Microsoft Teams Registration Link
10 a.m. to 11 a.m.	June 17, 2025	<a href="#">Medi-Cal Provider Portal Office Hours</a>
10 a.m. to 11 a.m.	June 24, 2025	<a href="#">Medi-Cal Provider Portal Office Hours</a>

**For more information, please contact:**

DHCS Telephone Service Center (TSC): [1-800-541-5555](tel:1-800-541-5555)

- When calling the Medi-Cal Telephone Service Center to request a registration token, please inform the agent that you are a “Behavioral Health” or “Specialty Mental Health” provider attempting to register on the DHCS Provider Portal and would like to request an electronic token.
- Be prepared to provide your:
  - Medi-Cal Website User ID/Provider ID/NPI – Medi-Cal Provider ID is the 4-digit alpha/numeric ID assigned by DHCS when your program/facility was Medi-Cal certified (i.e., 37ZZ- where 37=County of San Diego and ZZ=unique to your program).
  - Service Address ZIP code and Organization Name.
- If the agent is unable to help, please have the caller request escalation to a supervisor.

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