

Medi-Cal Member ID Card Design Update

Continued acceptance of all valid ID cards required

Starting May 1, 2026, a newly designed Medi-Cal member identification (ID) card will be issued. This updated card design improves clarity and consistency by using a standardized layout, clearer labeling, and more prominent placement of key information to help members present their coverage and support quicker identification by provider office staff.

This change **does not impact** member eligibility, benefits or provider participation requirements.

Members receiving the new ID card

The new Medi-Cal ID card will be issued to:

- **New members** enrolled on or after May 1, 2026.
- **Existing members** who request a replacement ID card.

Members who do not request a replacement will continue using their current ID card.

Acceptance of all valid Medi-Cal ID cards

- **Both the new and existing Medi-Cal ID cards are valid.**
- The existing card design remains acceptable and must continue to be honored.

Provider action required

You are required to:

- **Accept both the new and existing Medi-Cal ID cards.**
- **Not deny services** based on the updated card design.

There are no changes to eligibility verification, claims submission or billing procedures.

THIS UPDATE APPLIES TO:

- Physicians and Practitioners
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers
- Behavioral Health Providers

PROVIDER SERVICES

CalViva Health Medi-Cal (including ECM and CS providers) –
888-893-1569

Behavioral health providers –
844-966-0298



PROVIDER PORTAL

provider.healthnetcalifornia.com

Sample Medi-Cal ID cards


Examples of both valid Medi-Cal member ID card designs are provided below:

New ID card

		CIN #: [XXXXXXXXXXXXX] Card Issue Date: [MM/DD/YYYY] Effective Date: [MM/DD/YYYY]
Member: [Member Full Name]		
	PPG: [Health Care Partners of Los Angeles] PCP/Clinic Name: [Dr. Marin Short] Street Address City State Zip + 4 PCP Phone Number: [1-XXX-XXX-XXXX] Effective Date with PCP: [MM/DD/YYYY] Office Copay: \$0	
	calvivahealth.org	
This card is for identification only. It does not verify eligibility.		RXBIN: [022659] RXPCN: [6334225]

www.calvivahealth.org	
Member & Provider Services	[1-888-893-1569] (TTY: 711)
Behavioral Health Benefits	[1-888-893-1569] (TTY: 711)
24/7 Nurse Advice Line	[1-888-893-1569] (TTY: 711)
24/7 Virtual Doctor Appointment	www.teladoc.com
Medi-Cal Dental	[1-800-735-2922] (TTY: 711)
Inpatient Admits	[1-800-995-7890, option 2] (TTY: 711)
Medi-Cal RX	[1-800-977-2273] (TTY: 711)
Medical Claims: PO Box 9040 Farmington, MO 63640-9040	
Prior Authorization: Primary Care Physician referral in advance is required for most non-emergency services by contracting providers. Emergency services rendered by both contracted and non-contracted providers are covered at no cost to the member and reimbursable by CalViva Health without prior authorization.	
FOR EMERGENCIES: Dial 911 or go to the nearest Emergency Room.	

Existing ID card

	
Name FIRST MI LASTNAME CIN # XXXXXXXXX	Issue Date MM/DD/YY Enrollment Date MM/DD/YY
Physician Group and PCP PPG Name PCP or Clinic Name Street Address City State Zip + 4 PCP PHONE: X-XXX-XXX-XXXX	CalViva Health only covers medical and hospital services provided or authorized by your Participating Physician Group (PPG). To change your PPG or Primary Care Provider (PCP), call CalViva Health Member Services at 1-888-893-1569 / TTY: 711 or visit www.calvivahealth.org
Effective date with PCP: MM/DD/YY Office Copay: \$0	
Rx BIN 022659 RxPCN 6334225	

CalViva Health Member Services is available 24 hours a day, 7 days a week	
Member Services & Mental Health Benefits	1-888-893-1569 (TTY: 711)
Nurse Advice Line	1-888-893-1569 (TTY: 711)
Website	www.calvivahealth.org
24/7 Video Doctor Appointment	www.teladoc.com
If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.	
<small>See your PCP for non-emergency health needs like colds, minor infections or illnesses, or treatment for ongoing health needs. Do not go to the emergency room for routine health care.</small>	
<small>Providers Call for Eligibility and Authorization: 1-888-893-1569 Option 2 for eligibility verification. Non-contracted hospitals requesting prior authorization for post-stabilization care: 1-800-995-7890, option 2 Medi-Cal Rx Help Line: 1-800-977-2273 Out of area/Emergency Providers Call 1-888-893-1569 for authorization.</small>	
<small>Prior Authorization: Primary Care Physician referral in advance is required for most non-emergency services by contracting providers. Emergency services are covered by CalViva Health without prior authorization and at no cost to the members. Emergency services rendered to the member by non-CalViva Health providers are reimbursable by CalViva Health without prior authorization.</small>	
<small>This card is for identification only. It does not verify eligibility.</small>	
<small>Mail all claims to: PO Box 9020, Farmington, MO 63640-9020.</small>	

Have questions?

For questions about the new Medi-Cal ID card design, contact **CalViva Health at 888-893-1569**. Behavioral health providers can call 844-966-0298.